

**King County Office of Information Resource Management**

**KING COUNTY INFORMATION TECHNOLOGY  
CUSTOMER SATISFACTION SURVEY  
RESEARCH REPORT**

November 19, 2009

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**KING COUNTY INFORMATION TECHNOLOGY CUSTOMER SATISFACTION  
SURVEY RESEARCH REPORT  
EXECUTIVE SUMMARY**

November 19, 2009

The King County Office of Information Resource Management (OIRM) conducted a survey of King County employees in August 2009 to assess customer satisfaction with the service, equipment, and support provided by King County's Information Technology (IT) groups and to establish a baseline for future research. A total of 1,863 employees completed the survey, 13 percent of the 14,061 employees asked to do so. Key findings and conclusions include the following:

**Satisfaction with customer service.** Overall, 61 percent of the employees said that they were "extremely" or "very satisfied" with "the quality of the customer service provided by staff in King County's IT groups." Over 80 percent of the employees said that they "strongly agree" or "agree" that King County's IT staff were courteous; professional; knowledgeable; and keep them informed about outages, maintenance, and repairs. Only two-thirds of employees "agree" or "strongly agree" that IT staff understand their business and keep them informed about upcoming IT changes and projects.

Strong customer service in the areas of courtesy; professionalism; knowledge; and keeping customers informed about outages, maintenance, and repairs should be commended. Also, King County's IT groups should use training and/or new policies or procedures to maintain high-quality service in these areas, improve IT staff members' understanding of client business, and improve communications regarding upcoming IT changes and projects.

**Satisfaction with IT equipment and service.** Overall, 49 percent of employees said that they were "extremely" or "very satisfied" with the equipment and computer applications provided by King County's IT groups. Over 90 percent of employees rated "computer equipment" and "computer programs or applications" as "extremely important" or "very important" to their ability to do their jobs well, while only a little over half said that they were "extremely" or "very satisfied" with these services.

Computer equipment, programs, and applications should be targeted for improvement in order to close the gap between customers' ratings of satisfaction and importance. Also, King County's IT groups should seek to improve overall satisfaction with IT equipment and computer applications, which was lower than overall satisfaction with customer service.

**Differences between King County IT staff and other employees and between Executive Branch departments.** King County IT staff and Executive Office (KCEO) employees reported lower levels of overall satisfaction with the "quality of customer service provided by staff in King County's IT groups" and rated King County IT staff "who provide IT services and support" significantly lower on all nine statements about IT staff than did other employees.

King County's IT groups should consider developing strategies, such as training or incentive programs, to insure that service delivery to IT staff (internal customers) is of the same caliber as service to other county employees (external customers). In addition, the IT groups may want to probe and address other factors that may contribute to lower ratings from their own staff, such as low employee morale and low job satisfaction.

**IT customer satisfaction survey research process.** The low response rate to this survey should be targeted for improvement. In future surveys, invitations and reminders to participate should be sent from well-known individuals in high-ranking, leadership positions in order to maximize the likelihood that employees will participate in the survey. Also, more than one reminder message should be sent to all employees.

The survey questions, developed with the input and review of the IT survey project team, produced clear, meaningful results, and all survey questions could be effective in future surveys. However, before conducting another survey, the current questionnaire should be reviewed and modified, if necessary, to reflect changes that have occurred over time.

## **King County Office of Information Resource Management**

### **KING COUNTY INFORMATION TECHNOLOGY CUSTOMER SATISFACTION SURVEY RESEARCH REPORT**

November 19, 2009

The King County Office of Information Resource Management (OIRM) conducted a survey of King County employees in August 2009 in order to assess customer satisfaction with the service, equipment, and support provided by King County's Information Technology (IT) groups. The results of the survey will be used to develop strategies to improve IT support and service delivery and to establish a baseline to track changes in customer satisfaction over time.

This report describes the King County IT customer satisfaction survey. Research objectives are discussed first, followed by research methods, results, and key findings and conclusions. The appendix contains copies of the e-mail messages sent to employees asking them to participate in the survey, the survey questionnaire, tables that show results by department, and verbatim responses to the open-ended survey question, "Do you have any comments about King County's IT service and support?"

### **Objectives**

The information objectives of the IT customer satisfaction survey included the following:

- Assess IT customers' overall satisfaction with the quality of customer service provided by staff in King County's IT groups and customers' opinions of staff in IT groups;
- Assess IT customers' overall satisfaction with the equipment and computer applications provided by King County's IT groups, satisfaction with selected IT equipment and applications, and the importance of the selected equipment and applications; and
- Determine the frequency with which customers have IT-related questions or problems and the sources (departmental help desk, other help desk, etc.) used to solve the IT-related questions and problems.

### **Research Methods**

Customers of King County's IT groups include all employees who use King County IT equipment, services, and support. Therefore, all employees with e-mail addresses were considered to be IT customers and were invited to participate in the IT customer satisfaction survey.

The customer satisfaction survey was conducted on-line. The questionnaire was available and could be completed any time between August 17 and September 11, 2009. Employees received several communications about the survey:

- On August 17, 2009, all King County employees with e-mail addresses received a global announcement inviting them to participate in the King County IT customer satisfaction survey. This invitation indicated that the survey “focused on . . . Executive Branch employees who use King County computers.”
- Also on August 17, 2009, King County IT employees received an invitation to participate in the survey from Patti-Cole-Tindall, the Human Resources Service Delivery Manager for OIRM.
- On August 20 and on September 3, 2009, notices were included in the *IT Reorg News*, a newsletter sent by e-mail to King County IT employees, reminding IT employees to participate in the customer satisfaction survey.
- On September 11, 2009, a global announcement was sent to all employees thanking those who had already participated in the survey and asking those who had not yet participated to please do so. This message included a closing from OIRM and King County IT.

All responses to the survey were anonymous and confidential.

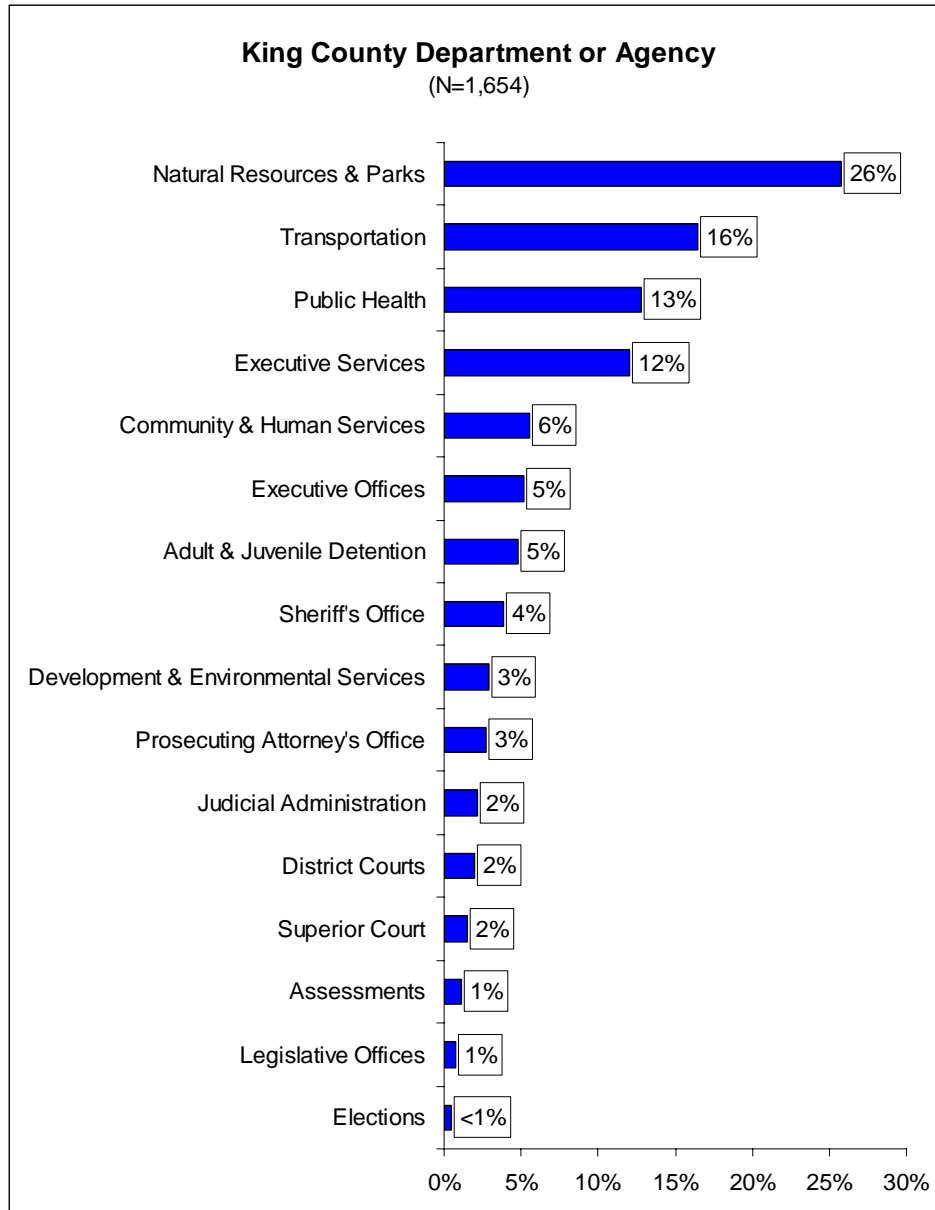
The questionnaire used in the survey was developed with the input and approval of the OIRM IT survey project team. The questionnaire was designed to assess customers’ satisfaction with the equipment, services, and support provided by King County IT groups. A copy of the questionnaire and the employee communications regarding the survey are included in the appendix.

By September 14, 2009, a total of 1,863 employees completed the customer satisfaction survey, 13 percent of the 14,061 employees asked to participate in the survey.<sup>1</sup> Employees from all 16 King County departments and agencies participated in the survey, as shown in the next chart.<sup>2</sup>

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<sup>1</sup> The number of employees asked to participate in the survey is based on the total number of e-mail addresses as of May 2009.

<sup>2</sup> All employees with e-mail addresses received the initial invitation to the survey and the reminder to participate. Thus, it is not surprising that all departments and agencies were represented in the survey, even though the initial invitation stated that the survey “focused on the 10,000+ Executive Branch employees who use King County computers.”



## Limitations

If the 1,863 survey respondents comprised a random sample of all 14,061 county employees, the maximum margin of error in the survey results would be expected to be less than  $\pm 2.2$  percent at the 95 percent confidence interval ( $p < .05$ ). However, the employees who chose to participate in the survey were not a random sample of all employees, and the employees who participated may differ from those who did not participate in the survey. Therefore, we cannot be certain of the margin of error associated with these survey results, and some caution should be used when interpreting results.

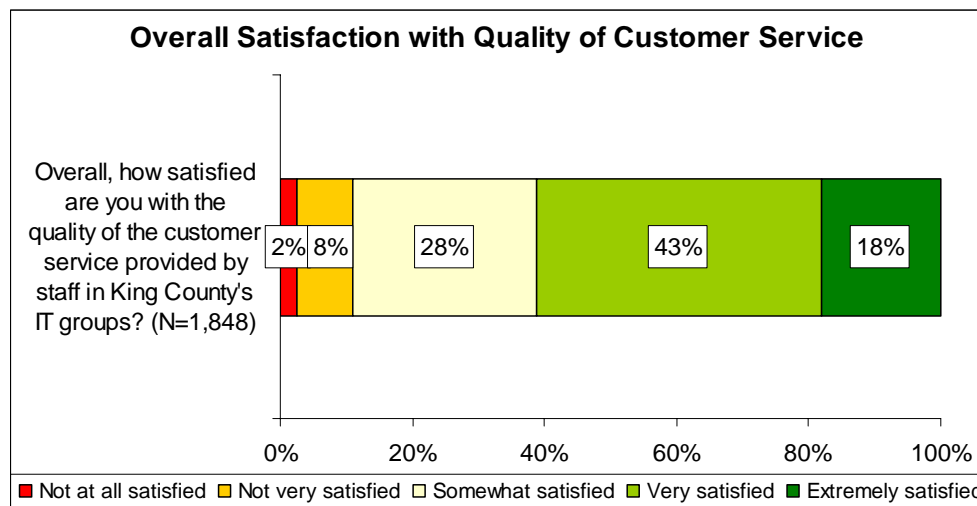
## Results

The responses to King County IT customer satisfaction survey are presented below for each of the information objectives addressed by the survey. In addition to the overall results, differences between King County IT staff and other employees and differences between the departments in the Executive Branch are discussed.

All of the survey results presented below are based on the number of employees answering each question, which usually was less than 1,863 since not all respondents answered every question. The number of respondents answering each question is noted in the charts and tables (e.g., N=1,848).

### Satisfaction with Customer Service

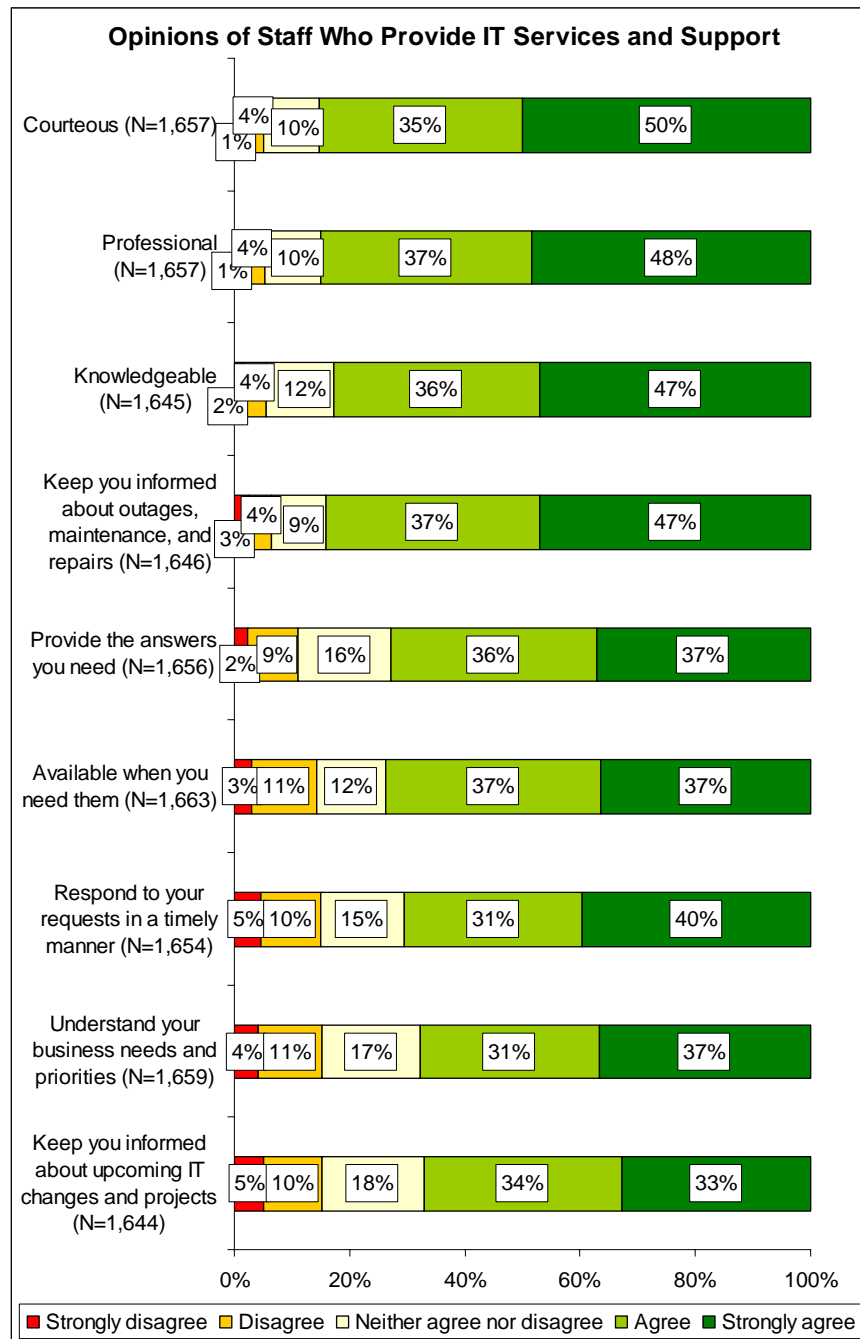
Employees were asked, “Overall, how satisfied are you with the quality of the customer service provided by staff in King County’s IT groups?” As the next chart shows, 61 percent of the employees said that they were “extremely satisfied” or “very satisfied” with “the quality of the customer service provided by staff in King County’s IT groups.” Ten percent of the employees said that they were “not at all satisfied” or “not very satisfied” with the customer service quality.



Employees were asked to indicate their level of agreement (strongly agree, agree, neither agree nor disagree, disagree, strongly disagree) with nine statements about “the staff in King County’s IT groups who provide you with IT services and support.” As the next chart shows, between 67 percent (two-thirds) and 85 percent of employees said that they “strongly agree” or “agree” with each of the statements.

- Staff in King County’s IT groups were rated highest on “Courteous,” “Professional,” “Knowledgeable,” and “Keep you informed about outages, maintenance, and repairs.” Eighty-three to 85 percent of the employees said that they “agree” or “strongly agree” with these statements about staff in King County’s IT groups.

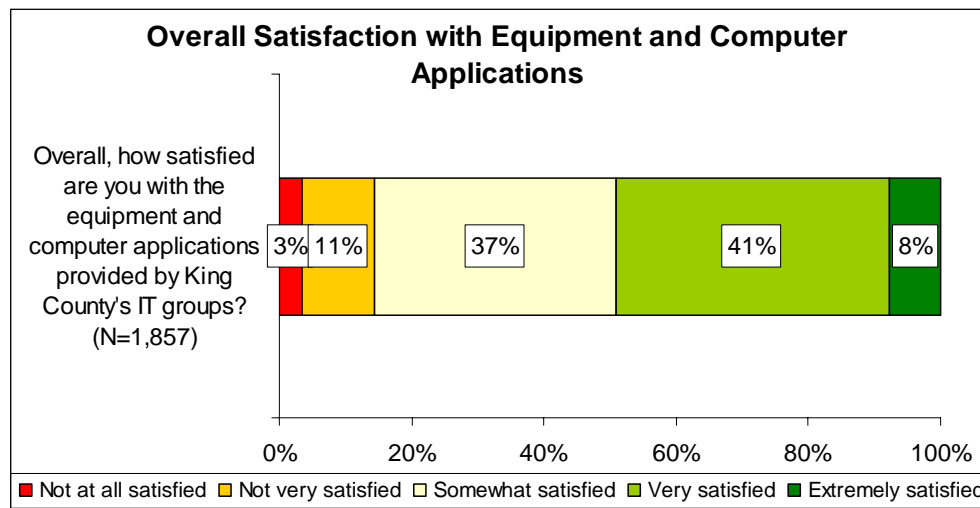
- Seventy-one to 74 percent of the employees said that they “agree” or “strongly agree” that staff in King County’s IT groups who provide IT services and support “Provide the answers you need,” “Available when you need them,” and “Respond to your requests in a timely manner.”
- Two-thirds of the employees said that they “agree” or “strongly agree” that staff in King County’s IT groups “Understand your business needs and priorities” and “Keep you informed about upcoming IT changes and projects.”





## **Satisfaction with IT Equipment and Computer Applications**

When employees were asked, “Overall, how satisfied are you with the equipment and computer applications (for example, phones, computers, printers, web access, and programs) provided by King County’s IT groups?” almost half (49%) said that they were “extremely satisfied” or “very satisfied.” Fourteen percent said that they were “not at all satisfied” or “not very satisfied,” as shown in the next chart. Thus, overall satisfaction with the equipment and computer applications provided by King County’s IT groups was lower than overall satisfaction with the quality of customer service, discussed above.

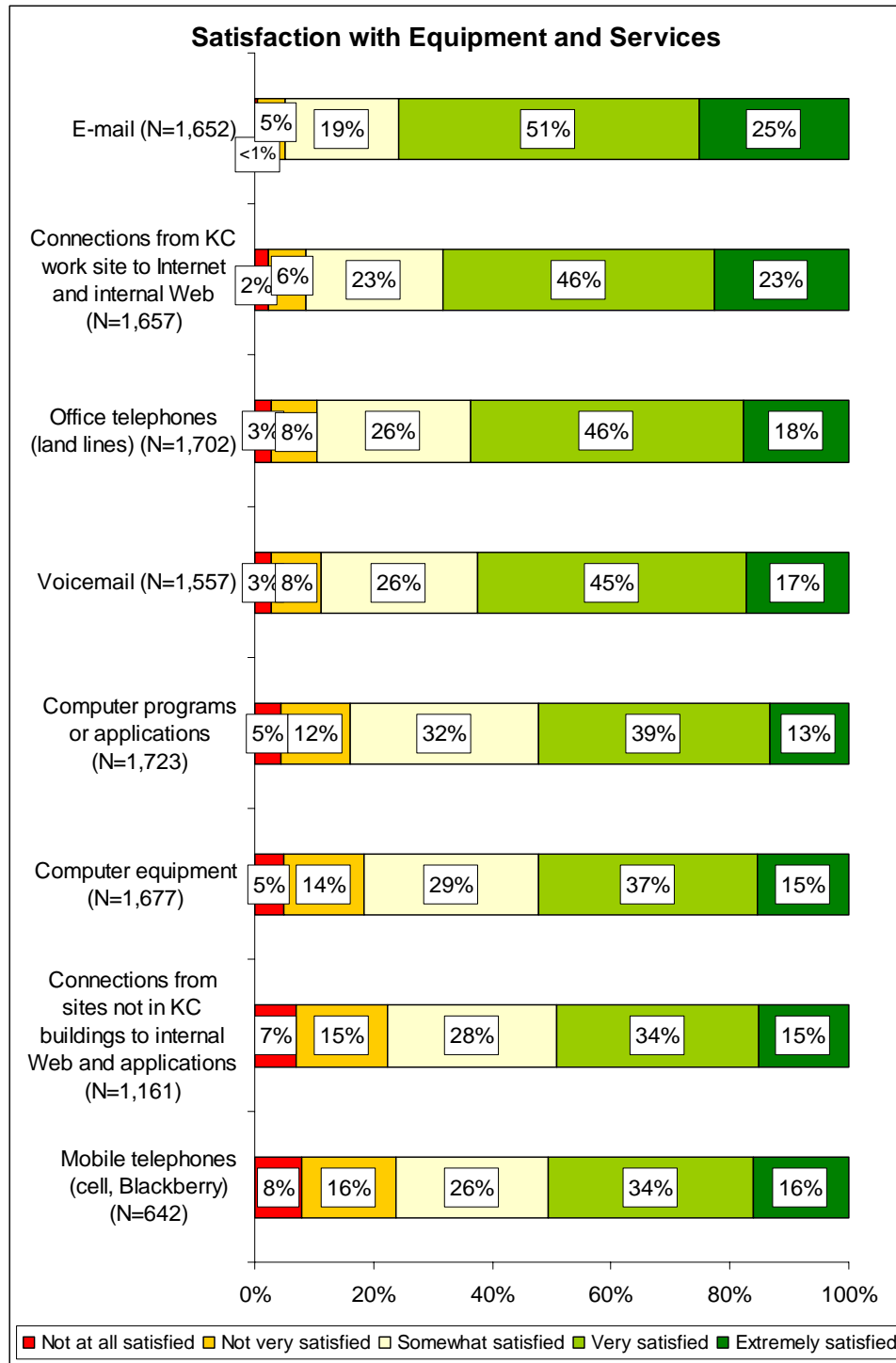


In addition, employees were asked to rate their satisfaction with eight types of “equipment and service provided by King County IT groups to you and your work group.” As the next chart shows, at least half of the employees said that they were “extremely satisfied” or “very satisfied” with each type of the equipment and service.

- Three-fourths of the employees said that they were “extremely satisfied” or “very satisfied” with e-mail. Just six percent of the employees said that they were “not at all satisfied” or “not very satisfied” with e-mail.
- Between 62 and 69 percent of the employees said that they were “extremely satisfied” or “very satisfied” with “Connections from your KC office/work site to the Internet and internal KC Web,” “Office telephones (land lines),” and “Voicemail.” Between eight and 11 percent of the employees said that they were “not at all satisfied” or “not very satisfied” with these equipment and services.
- Between 49 and 52 percent of the employees said that they were “extremely satisfied” or “very satisfied,” and between 17 and 24 percent “not at all satisfied” or “not very satisfied,” with the remaining four types of equipment and services: “Computer programs or applications,” “Computer equipment,” “Connections from home or work sites not in KC buildings to the internal KC Web and

applications necessary for your work,” and “Mobile telephones (cell, Blackberry).”

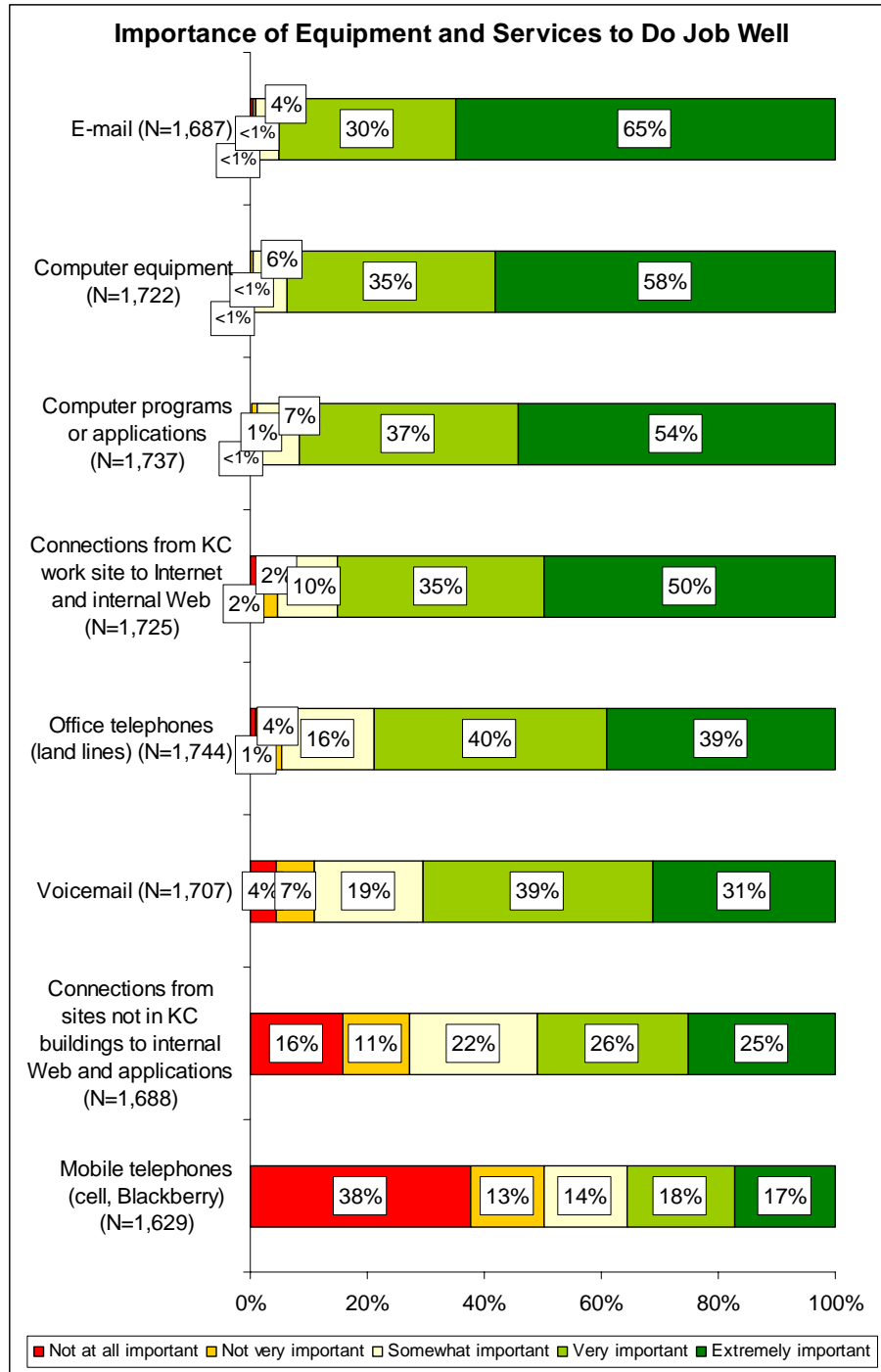
These results are shown in the next chart.



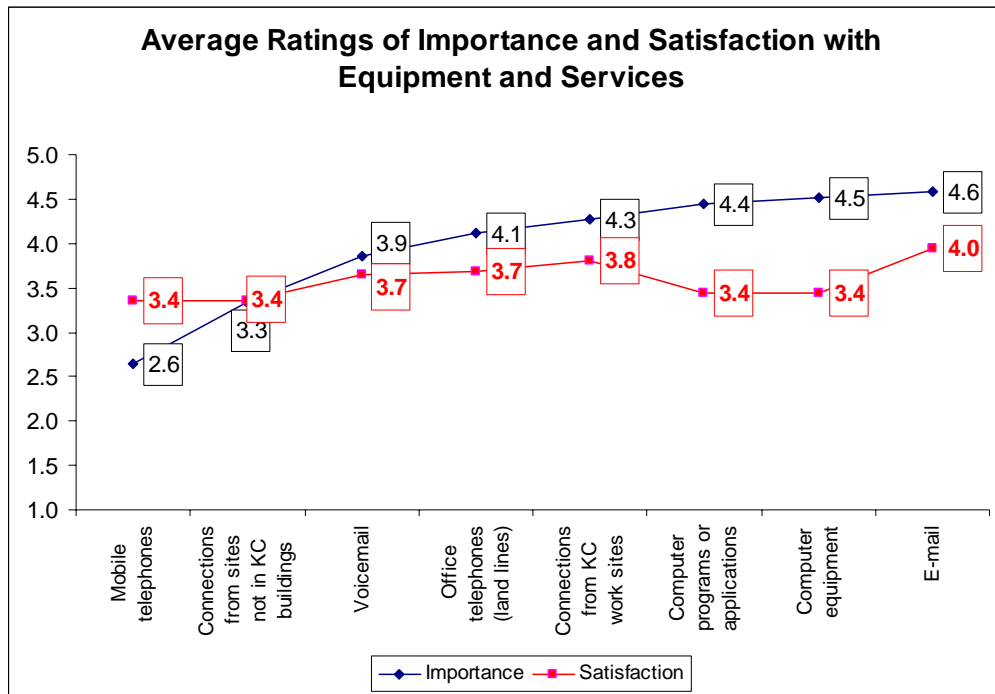
Employees also were asked to indicate how important each of the eight types of equipment and services was to “your ability to do your job well.”

- Over 90 percent of the employees rated three types of equipment or services “extremely important” or “very important”: “E-mail,” “Computer equipment,” and “Computer programs or applications.” These were rated “not at all important” or “not very important” by fewer than two percent of the employees.
- “Connections from your KC office/work site to the Internet and internal KC Web” were rated “extremely important” or “very important” by 85 percent of the employees, and “not at all important” or “not very important” by four percent of the employees.
- “Office telephones (land lines)” and “Voice mail” were rated “extremely important” or “very important” by 79 percent and 70 percent of the employees, respectively, and “not at all important” or “not very important” by five percent and 11 percent of the employees, respectively.
- “Connections from home or work sites not in KC buildings to the internal KC Web and applications necessary for your work” were rated “extremely important” or “very important” by 51 percent of the employees, and “not at all important” or “not very important” by 27 percent of the employees.
- Employees rated “Mobile telephones (cell, Blackberry)” as less important than the other equipment and services in employees’ ability to do their jobs well. Thirty-five percent of employees rated mobile phones “extremely important” or “very important,” while half (51%) rated mobile phones “not at all important” or “not very important.”

These results are shown in the next chart.

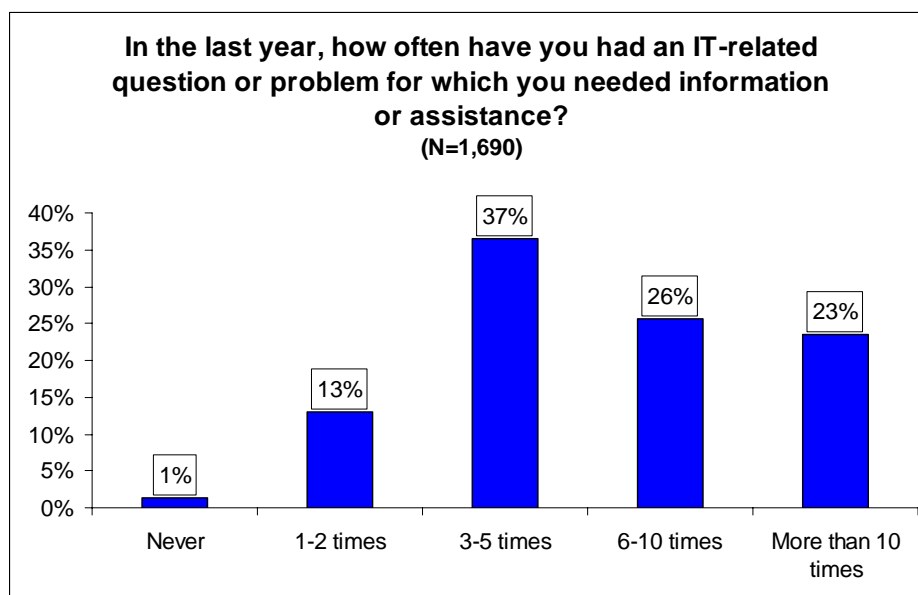


The same items were rated highest (e-mail) and lowest (mobile phones and connections from sites not in King County buildings to internal Web and applications) in both importance and satisfaction. However, two of the items that were rated among the highest in importance, “computer equipment” and “computer programs and applications,” also were rated among the lowest in satisfaction. The resulting gap between ratings of satisfaction and importance of computer equipment and programs or applications can be seen in the next chart.



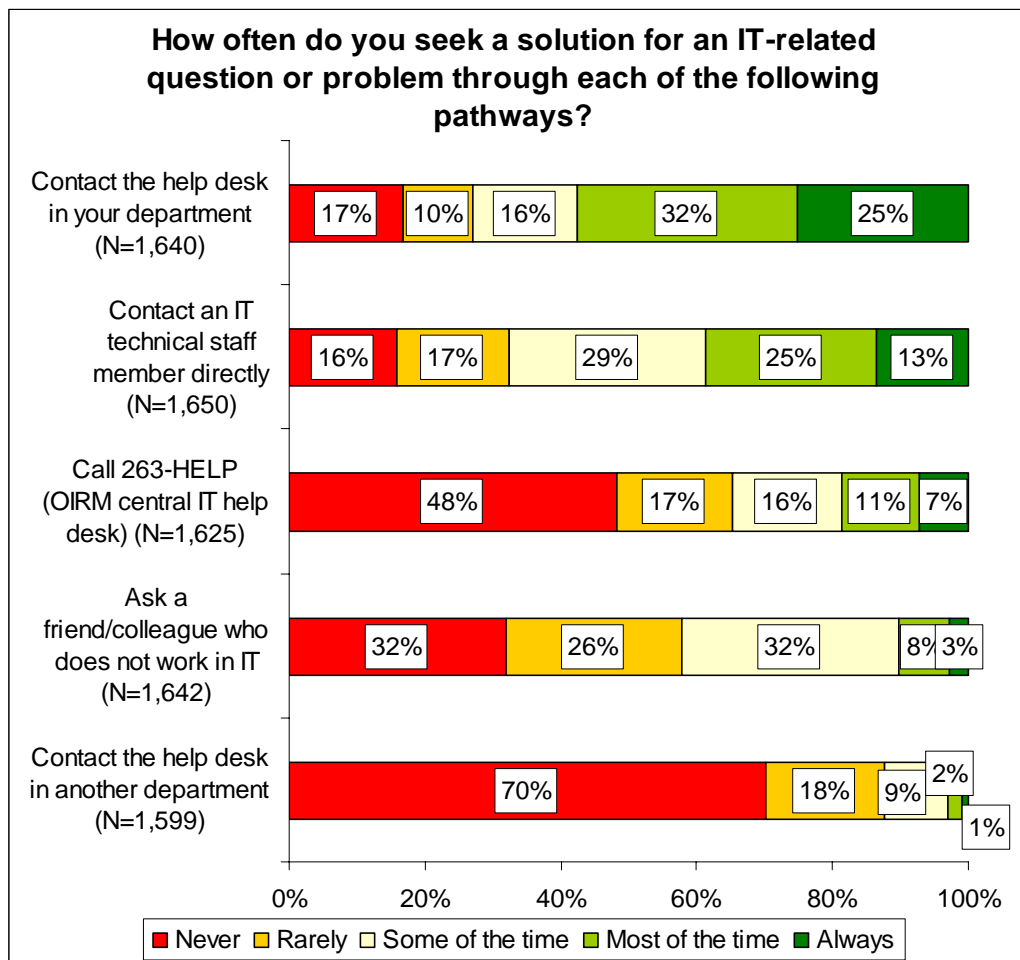
### **IT Questions and Problems**

Employees were asked, “In the last year, how often have you had an IT-related question or problem for which you needed information or assistance?” As the next chart shows, 13 percent of the employees answered this question “1-2 times,” 37 percent of the employees answered “3-5 times,” 26 percent said, “6-10 times,” and 23 percent said “More than 10 times.” Just one percent said that they did not have an IT-related question or problem requiring information or assistance in the last year.



Employees indicated that the most common way of dealing with IT-related questions or problems was to “Contact the help desk in your department,” as shown in the next chart.

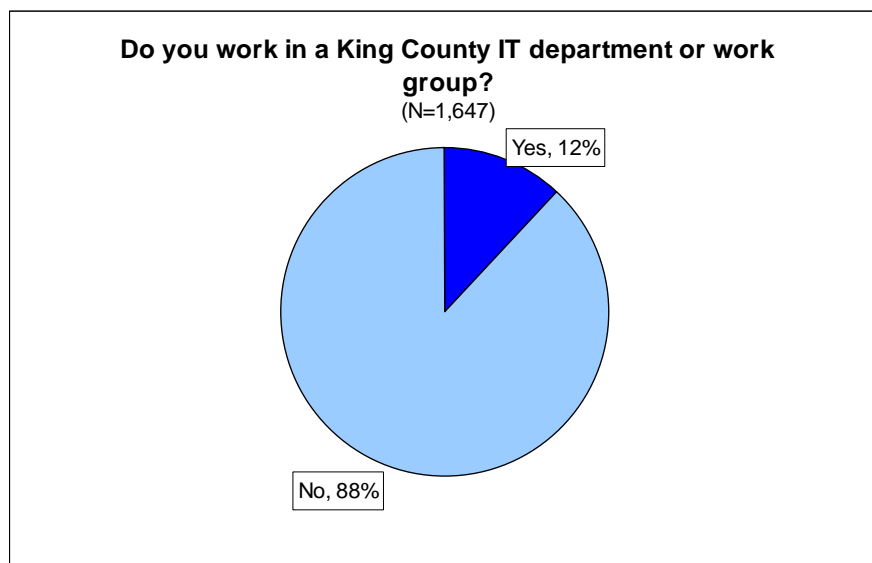
- Fifty-seven percent of the employees said that they “always” or “most of the time” contacted the help desk in their department.
- Thirty-eight percent of the employees said that they “always” or “most of the time” contacted “an IT technical staff member directly.”
- Eighteen percent said that they “always” or “most of the time” called “263-HELP (OIRM central IT help desk).”
- Eleven percent said that they “always” or “most of the time” asked “a friend/colleague who does not work in IT.”
- Just three percent said that they “always” or “most of the time” contacted “the help desk in another department.”



Finally, employees were asked, “Do you have any comments about King County’s IT service and support?” A total of 739 employees answered this question, and their responses covered a wide variety of topics, including positive and negative comments about King County’s IT service and support and employees’ service needs. A copy of the written responses to this question is available separately.

### **Differences between King County IT Staff and Other Employees**

One question in the survey asked employees whether they work in a King County IT department or work group. As the next chart shows, 12 percent of the respondents said that they did and 88 percent said that they did not work in an IT department or work group.



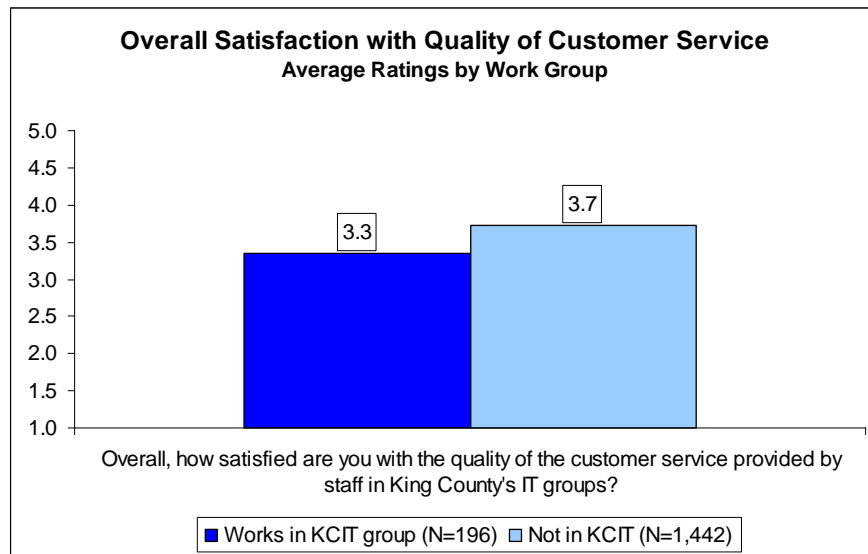
Employees who said they work in a King County IT department or work group (King County IT staff) differed significantly from other employees in their responses to a number of the items in the survey.<sup>3</sup> The statistically significant differences between King County IT staff and other employees are discussed below.

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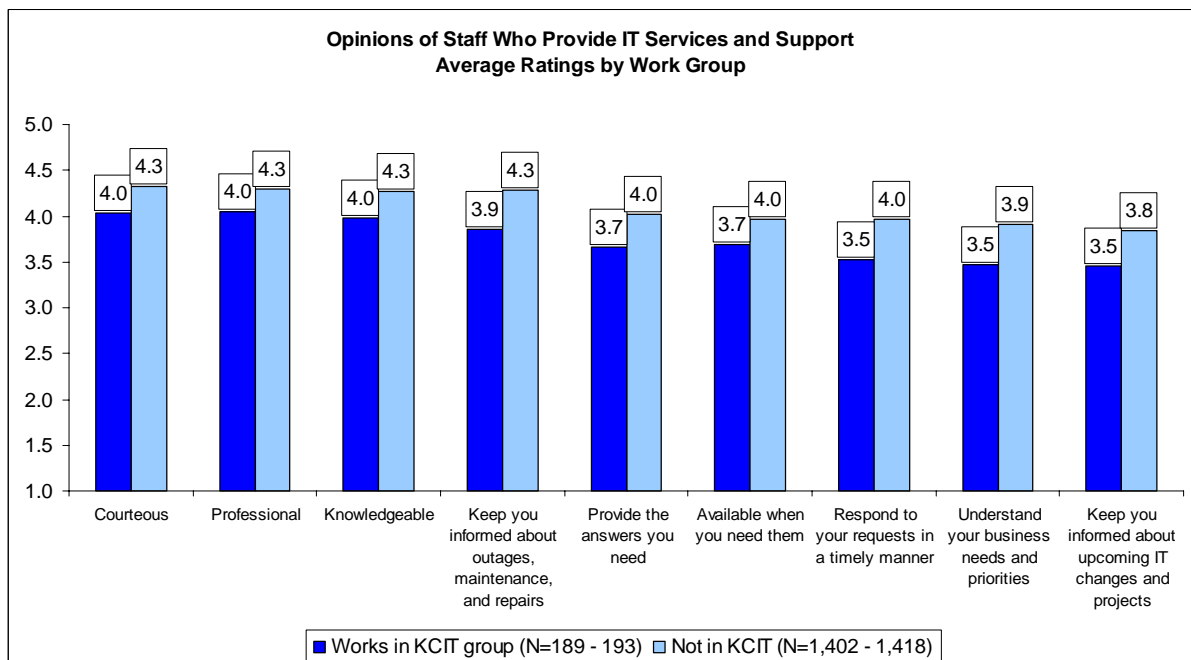
<sup>3</sup> Differences between King County IT and other employees were tested using a chi-square test or a one-way analysis of variance (*SPSS 15.0 for Windows*, Release 15.0.1.1, 3 July 2007). Results were considered statistically significant when the probability of that outcome occurring by chance was less than .05 ( $p < .05$ ).

## Satisfaction with Customer Service

King County IT staff and other King County employees rated all of the items regarding customer service significantly differently. King County IT staff rated their overall satisfaction with “the quality of the customer service provided by staff in King County’s IT groups” significantly lower than did other staff (average ratings = 3.3 and 3.7, respectively), as shown in the next chart.



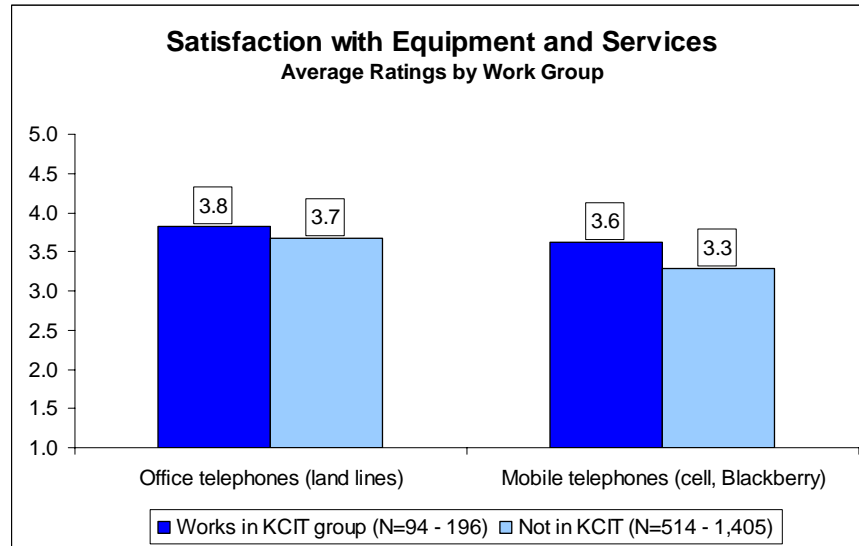
Similarly, IT staff rated those who provide IT services and support significantly lower than did other King County employees on all nine measures included in the survey, as shown in the next chart.



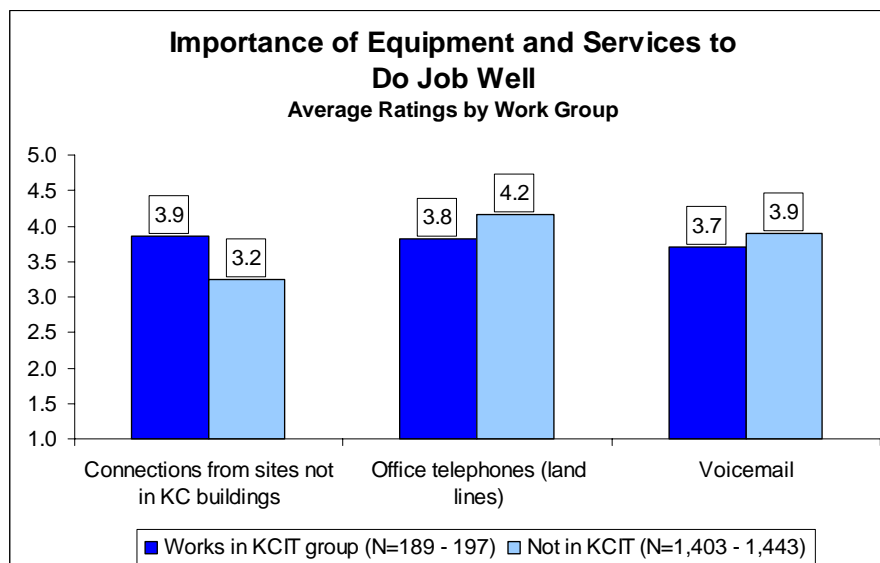


## Satisfaction with IT Equipment and Computer Applications

King County IT staff members' ratings of satisfaction and importance differed from other employees on just a few items. IT staff rated office and mobile telephones significantly higher in importance than did other county employees, as shown in the next chart.

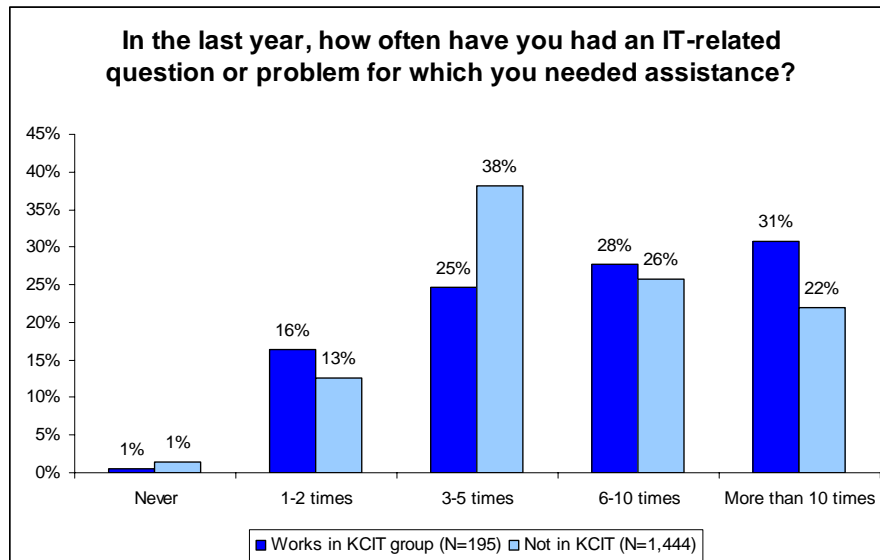


King County IT staff rated “Connections from home or work sites not in KC buildings to the internal KC Web and applications necessary for your work” significantly higher in importance than did other employees. However, other employees rated office phones and voicemail significantly more important than did IT staff, as shown in the next chart.

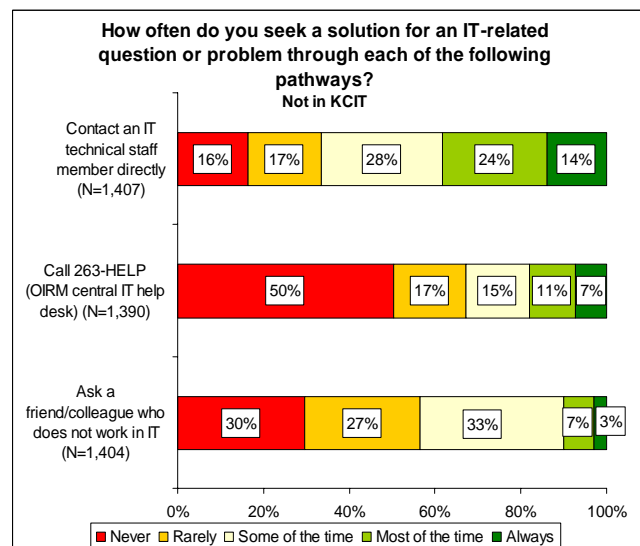
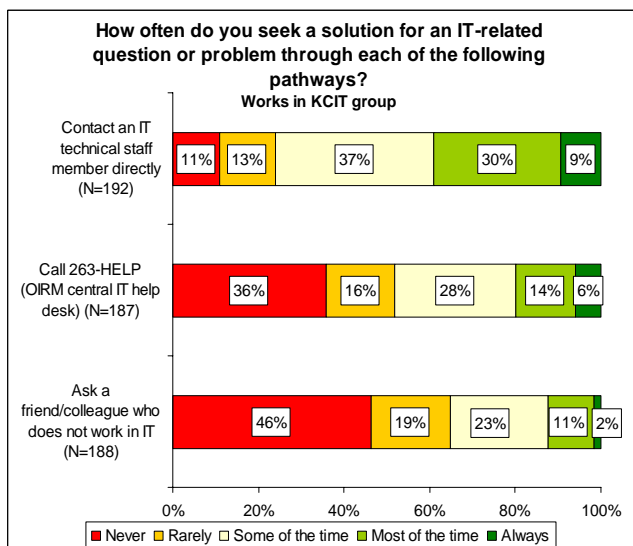


## IT Questions and Problems

More King County IT staff than other employees said that they “had an IT-related question or problem for which [they] needed assistance” more than ten times in the last year, while more other employees than IT staff said that they had such a problem “3-5 times” in the last year, as shown in the next chart.



King County IT staff and other employees differed in the frequency with which they reported using three sources for assistance with IT-related questions and problems. More IT staff than other employees said that “some of the time” they “contact an IT technical staff member directly,” and that they “Never . . . Ask a friend/colleague who does not work in IT.” However, more other employees than IT staff said that they “Never . . . Call 263-HELP (OIRM central IT help desk).” These differences are shown in the next two charts.

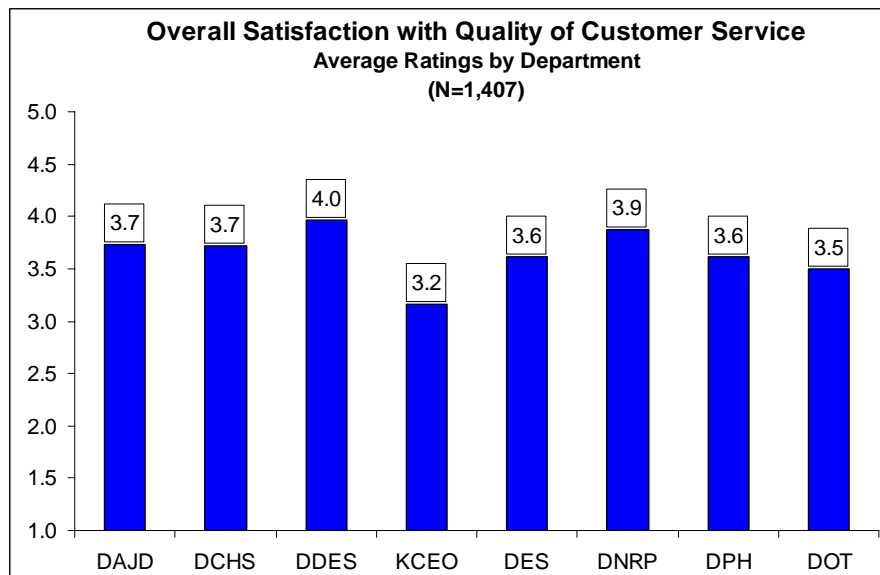


## **Differences between Executive Branch Departments**

King County employees who work in different Executive Branch departments differed significantly in their responses to a number of questions in the survey.<sup>4</sup> The statistically significant differences between Executive Branch departments are discussed below.

### **Satisfaction with Customer Service**

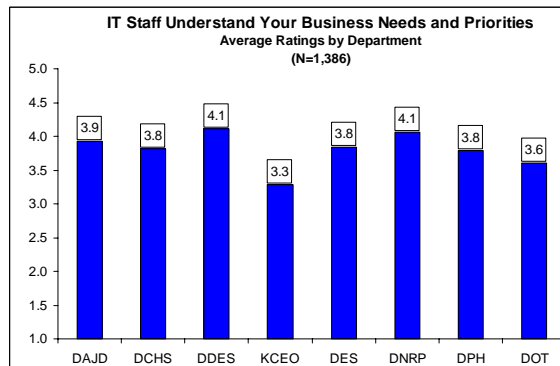
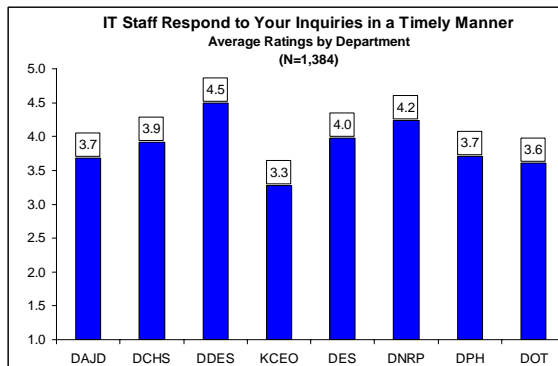
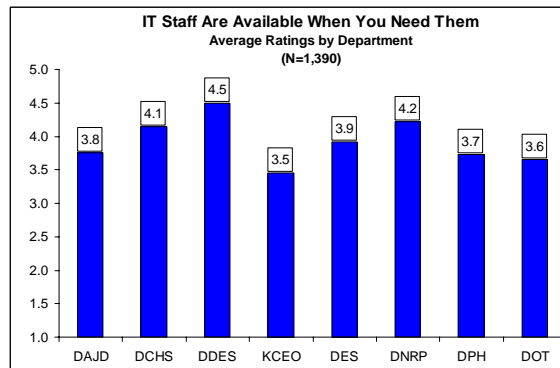
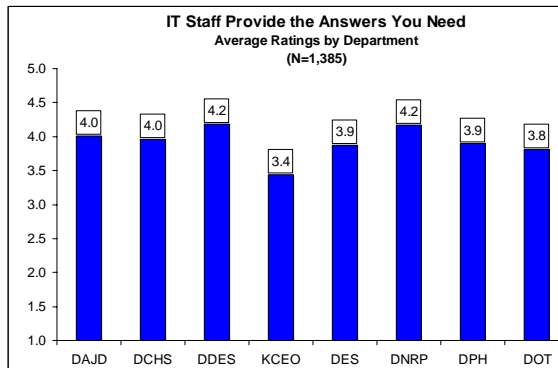
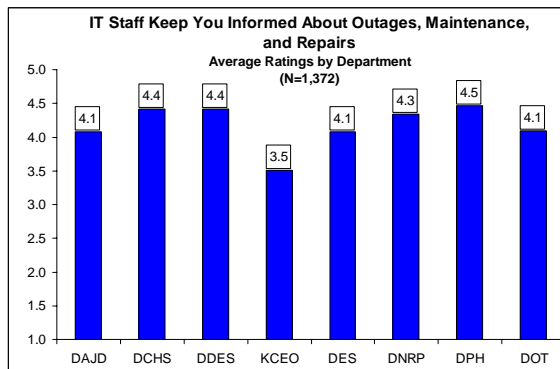
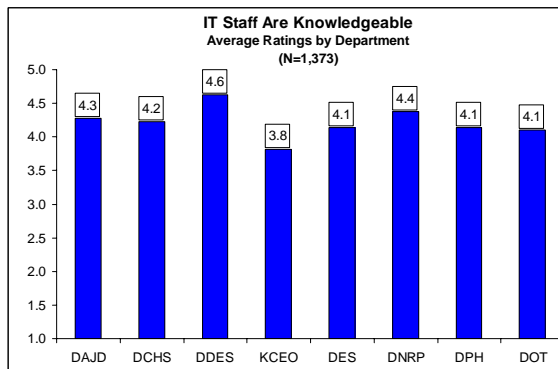
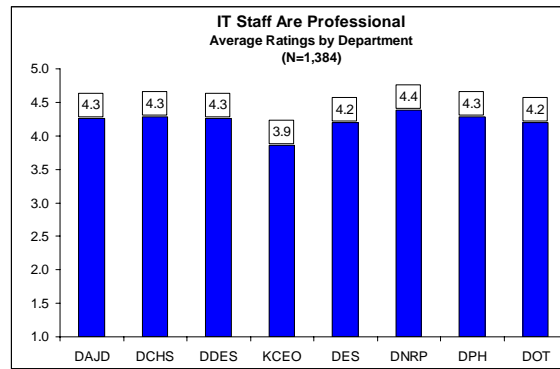
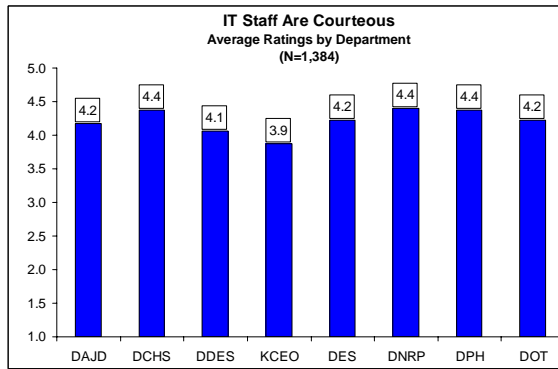
Employees in the Executive Offices (KCEO) rated their overall satisfaction with “the quality of the customer service provided by staff in King County’s IT groups” significantly lower than did employees in all other Executive Branch departments, as shown in the next chart.

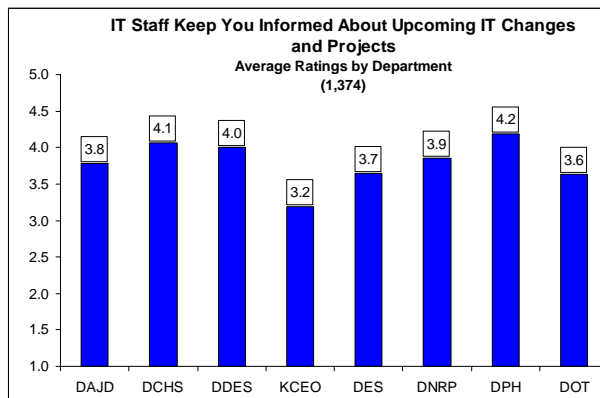


KCEO employees also rated staff who provide IT services and support significantly lower than did employees in other Executive Branch departments on all nine measures included in the survey, as shown in the next nine charts. These results are similar to the differences between King County IT staff and other employees, discussed above, and are not surprising since OIRM is located within KCEO. The highest ratings of King County IT staff came from employees in Development and Environmental Services (DDES), Natural Resources and Parks (DNRP), Public Health (DPH), and Community and Human Services (DCHS).

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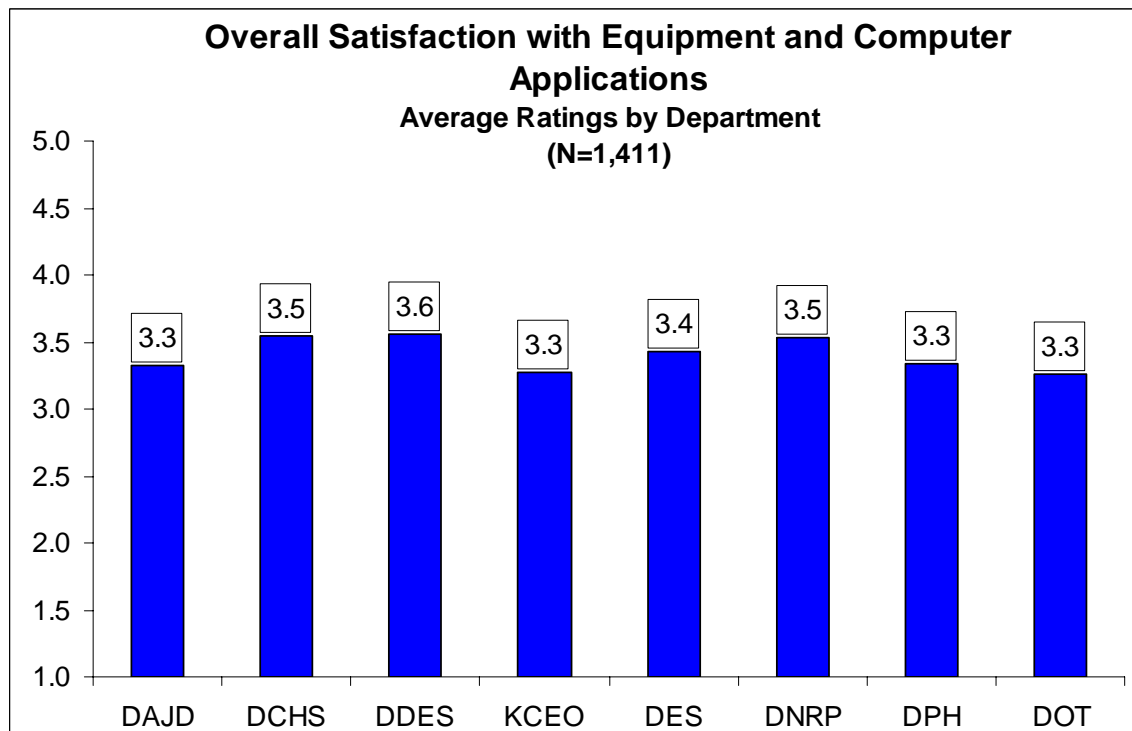
<sup>4</sup> As was the case with the analysis of King County IT employees versus other employees, differences between King County Executive Branch departments were tested using a chi-square test or a one-way analysis of variance (*SPSS 15.0 for Windows*, Release 15.0.1.1, 3 July 2007). Results were considered statistically significant when the probability of that outcome occurring by chance was less than .05 ( $p < .05$ ).





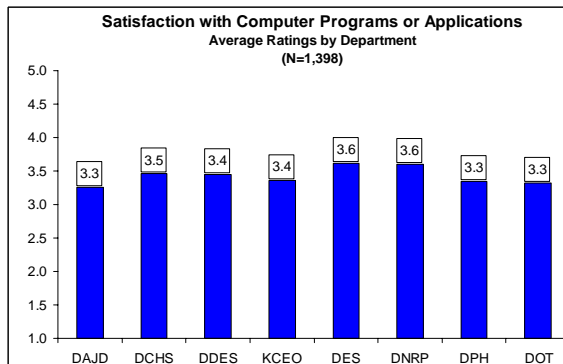
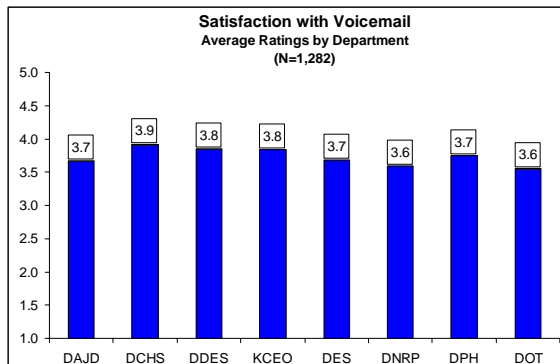
### Satisfaction with IT Equipment and Computer Applications

DDES employees rated their overall satisfaction with “the equipment and computer applications (for example, phones, computers, printers, web access, and programs) provided by King County’s IT groups” higher than did employees in other departments. Employees in KCEO, Transportation (DOT), and Adult and Juvenile Detention (DAJD) rated their overall satisfaction with equipment and computer applications lower than did other employees, as shown in the next chart.

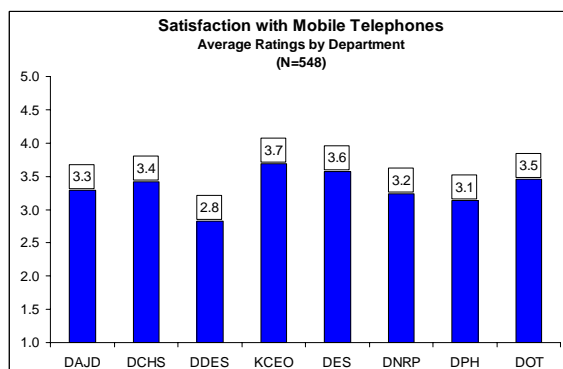
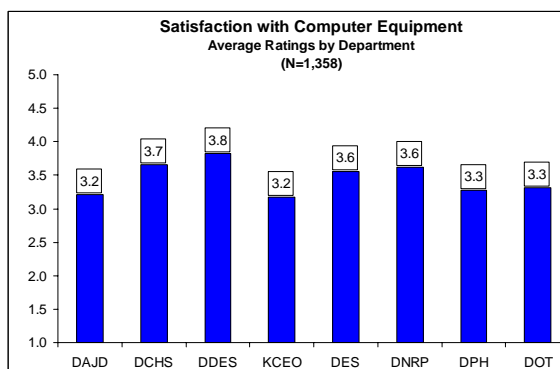


Employees' ratings of satisfaction with four types of equipment and services differed significantly by department: satisfaction with voicemail, computer programs or applications, computer equipment, and mobile telephones.

Employees in DCHS rated their satisfaction with voicemail higher, and employees in DOT and DNRP rated their satisfaction with voicemail lower, than did employees in other departments. Executive Services (DES) and DNRP employees rated their satisfaction with computer programs and applications higher than did employees in other departments. These results are shown in the next two charts.

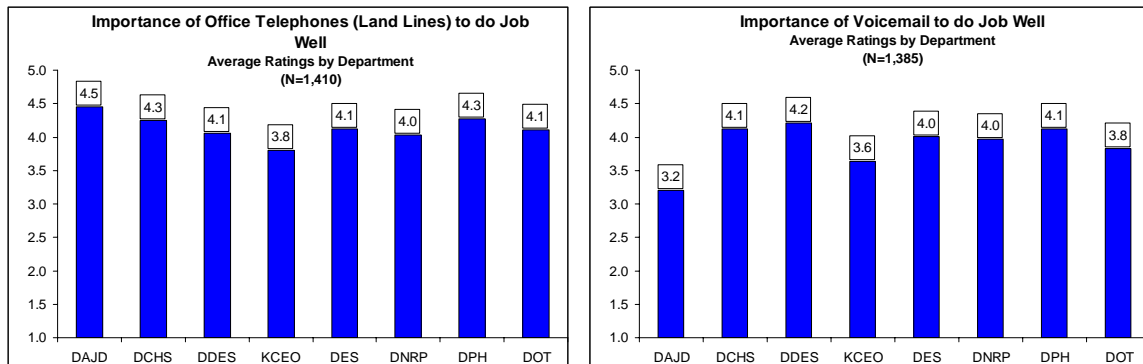


DDES employees rated their satisfaction with computer equipment higher, and KCEO and DAJD employees rated their satisfaction with computer equipment lower, than did employees in other departments. KCEO employees rated their satisfaction with mobile telephones higher, and DDES employees rated their satisfaction with mobile telephones lower, than did employees in other departments. These results are shown in the next two charts.

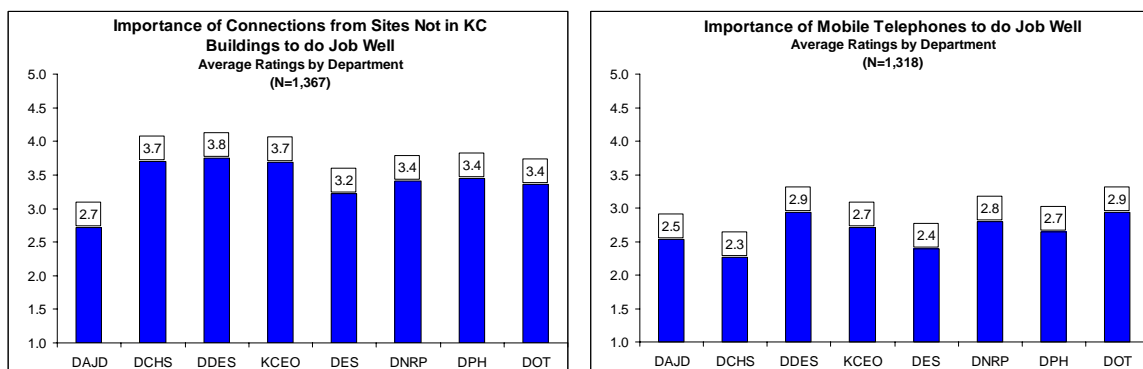


The importance of four types of equipment and services also differed significantly by department: importance of office telephones, voicemail, “connections from home or work sites not in KC buildings to the internal KC Web and applications necessary for work,” and mobile telephones.

DAJD employees rated office telephone more important, and KCEO employees rated office telephones less important, than did employees in other departments. DDES employees rated voicemail more important, and DAJD rated voice mail less important, than did employees in other departments. These results are shown in the next two charts.



DDES employees rated “connections from home or work sites not in KC buildings to the internal KC Web and applications necessary for work” more important, and DAJD employees rated these connections less important, than did employees in other departments. DOT and DDES employees rated mobile telephones more important, and DCHS employees rated them less important, than did employees in other departments. These results are shown in the next two tables.



## IT Questions and Problems

Employees' responses to all of the survey items about IT questions and problems also differed significantly by department. Highlights of these differences are discussed below. The appendix to this report includes tables that detail responses to each of these questions.

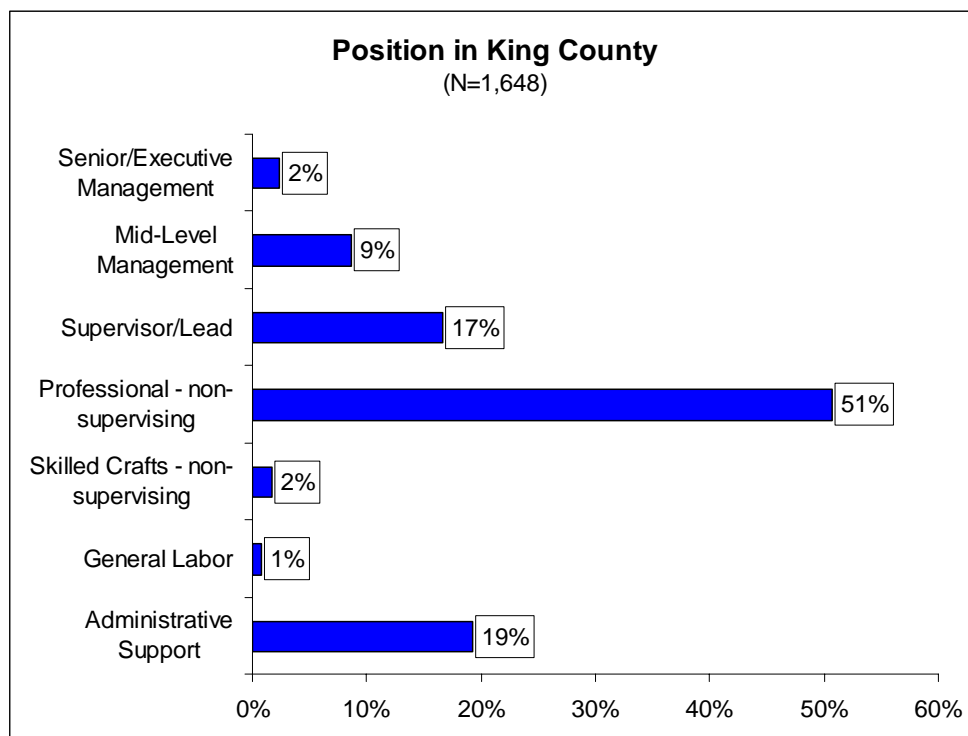
- DDES had the highest proportion of employees who said that they experienced IT-related questions or problems “more than 10 times a year” (35%), and DES reported the lowest (16%).
- DDES also had the highest proportion of employees who “always . . . contact the help desk in [their] department” to seek a solution to their IT-related questions or problems (50%), and KCEO had the lowest (16%).
- DNRP had the highest proportion of employees who “always . . . contact an IT technical staff member directly” to seek a solution to their IT-related questions or problems (29%), and DPH had the lowest (2%).
- DAJD had the highest proportion of employees who “always . . . call 263-HELP (OIRM central IT help desk)” to seek a solution to their IT-related questions or problems (31%), and DDES and DNRP had the lowest (<1%).
- DAJD had the highest proportion of employees who “always . . . ask a friend/colleague who does not work in IT” to seek a solution to their IT-related questions or problems (8%), and DCHS and DDES had the lowest (0%).
- DAJD had the highest proportion of employees who “always” or “most of the time . . . contact the help desk in another department” to seek a solution to their IT-related questions or problems (8%), and DNRP had the lowest (<1%).



## **Background Information**

Employees were asked three background questions: Whether they work in a King County IT department or work group, the King County department or agency in which they work, and their position. The first two background questions have been discussed previously. Responses to the question about the employee's position are discussed below.

About half of the survey respondents said that their position was "Professional – non-supervising (e.g., registered nurse, analyst, project/program manager, engineer, corrections officer, law enforcement, labor negotiator, database administrator, system tech)." Twenty-eight percent of the employees said that they were "Senior/Executive Management," "Mid-Level Management," or "Supervisor/Lead." Nineteen percent said that their position was "Administrative Support (e.g., administrative specialist, clerical scheduling coordinator, secretary, legal assistant)." Three percent said that their position was "Skilled Crafts – non-supervising (e.g., carpenter, metal fabricator, truck driver, heavy equipment operator, electrician)" or "General Labor (e.g., custodian, maintenance or parks specialist, facilities or vehicle maintenance)." These results are shown in the next chart.



## Key Findings and Conclusions

While 1,863 employees participated in the King County Information Technology customer satisfaction survey, that is just 13 percent of the employees asked to participate in the survey. Since survey participants may not be representative of all employees, it may not be possible to generalize the survey results to all employees. Therefore, the results should be interpreted cautiously.

However, the responses of employees who did participate in the survey suggest the following key findings and conclusions:

### Satisfaction with Customer Service

- Overall, 61 percent of the employees said that they were “extremely satisfied” or “very satisfied” with “the quality of the customer service provided by staff in King County’s IT groups.”
- Between 67 percent and 85 percent of employees said that they “strongly agree” or “agree” with nine statements about “the staff in King County’s IT groups who provide you with IT services and support.” Staff were rated highest (83% or more “strongly agree” or “agree”) for being courteous, professional, and knowledgeable, and for keeping “you informed about outages, maintenance, and repairs.” Staff were rated lowest (two-thirds “strongly agree” or “agree”) for “Understand your business needs and priorities” and “Keep you informed about upcoming IT changes and projects.”

*Strong customer service in the areas of courtesy; professionalism; knowledge; and keeping customers informed about outages, maintenance, and repairs should be commended, while King County’s IT groups should target for improvement IT staff members’ (1) understanding of client business needs and priorities and (2) communications regarding upcoming IT changes and projects. For example, IT staff training should reinforce courteous and professional customer service skills and increase and maintain staff members’ knowledge levels; training also should increase IT employees’ understanding of client business and seek to improve communications regarding changes and projects. In addition, King County’s IT groups should consider developing new policies or procedures to insure clear communications about upcoming IT changes and projects.*

### Satisfaction with IT Equipment and Computer Applications

- Almost half (49%) of employees said that, overall, they were “extremely satisfied” or “very satisfied” with “the equipment and computer applications (for example, phones, computers, printers, web access, and programs) provided by King County’s IT groups.”

- Between 69 and 76 percent of the employees said that they were “extremely satisfied” or “very satisfied” with e-mail, connections from King County work sites to the Internet and internal Web, office telephones, and voicemail. Between 49 and 52 percent said that they were “extremely satisfied” or “very satisfied” with computer programs and applications, computer equipment, connections from sites not in King County buildings to the internal Web and applications, and mobile phones.
- Between 85 and 95 percent of the employees said that e-mail, computer equipment, computer programs and applications, and connections from King County work sites to the Internet and internal were “extremely important” or “very important” to the ability to do their jobs well.

*Of the different types of equipment and applications included in the survey, “computer equipment” and “computer programs and applications” were rated among the highest in importance and the lowest in satisfaction. These areas should be targeted for improvement in order to close the gap between customers’ ratings of satisfaction and importance. In addition, King County’s IT groups should seek to improve overall satisfaction with IT equipment and computer applications, which was lower than overall satisfaction with customer service.*

#### IT Questions and Problems

- Employees indicated that the most common source for assistance with IT-related questions or problems is the help desk in their department, followed by contacting an IT technical staff member directly. Almost half of the employees said that they “Never” seek assistance by calling “263-HELP (OIRM central IT help desk).”

*If King County’s IT groups want to push customers away from contacting departmental help desks and individuals in IT toward a centralized help desk or tool, the IT groups may need to mount a significant communication or training program to increase customers’ awareness of the centralized tool and its advantages.*

#### Differences between King County IT Staff and Other Employees and between Executive Branch Departments

- King County IT staff and KCEO employees reported lower levels of overall satisfaction with the “quality of customer service provided by staff in King County’s IT groups” and rated King County IT staff “who provide IT services and support” significantly lower than other employees on all nine statements about IT staff, from courtesy to keeping customers informed of outages and changes.

*King County’s IT groups should consider developing strategies such as training or incentive programs to insure that service delivery to IT staff (internal customers) is of the same caliber as service to employees outside of the IT groups (external*

customers). In addition, the IT groups may want to probe and address other factors that may contribute to lower ratings from IT staff, such as low employee morale and low job satisfaction.

- Office telephones and voicemail were more important to other employees' ability to do their jobs well than to IT staff. On the other hand, "Connections from home and other work sites not in KC buildings to the internal KC Web and applications necessary for your work" were more important to IT staff than to other county employees. Also, office telephones were more important to DAJD employees, voicemail and "connections from home or work sites not in KC buildings to the internal KC Web and applications necessary for work" were more important to DDES employees, and mobile telephones were more important to DOT and DDES employees than to employees in other Executive Branch departments.

*King County's IT groups should consider differences in priorities when providing services to internal and external customers as well as to customers in different departments. For example, connections from outside KC buildings should be a priority in providing service to IT staff and DDES employees, while office phones should be a priority in providing service to other (non-IT) employees and, in particular, to employees in DAJD.*

#### IT Customer Satisfaction Survey Research Process

- County employees who do not work in IT and who have e-mail addresses (external customers) received two communications about the survey: An invitation and a reminder. Both were sent from "KC Global Announcement." The reminder message included a closing from OIRM and King County IT. King County IT staff also received an invitation to participate from the OIRM Human Resources Delivery Manager and two additional reminders in their bi-weekly newsletters. Only 13 percent of the employees invited to participate in this survey did so.

*Even though the large number of respondents affords some confidence in survey results, the low response rate should be targeted for improvement. In the future, invitations and reminders to participate in the survey should be sent from individuals who are well-known and in high-ranking, leadership positions. E-mail recipients are more likely to notice and respond to messages from known, highly-regarded, influential people. In addition, more than one reminder message should be sent to all employees.*

- The survey questions, developed with the input and review of the OIRM IT survey project team, produced clear, meaningful results.

*The results of this survey suggest that all survey questions would be effective in future surveys. However, before conducting another survey, the current questionnaire should be reviewed and modified, if necessary, to reflect changes that have occurred*

*over time. For example, if an item included this year is no longer accurate (e.g., changes have occurred in the names or number of King County departments/agencies), the item should be modified; if an item has become less important or less relevant, it might be excluded; and if some new issues have become extremely important, they might be added to a future survey.*

## **Appendix**

- Employee Communications about the Survey
- Questionnaire
- Tables of Results by Department
- Verbatim Responses to Open-ended Question

**Invitation to All King County Employees, Sent August 17, 2009**

**From:** KC Global Announcement  
**Sent:** Monday, August 17, 2009 2:13 PM  
**To:** ZZGrp, All King County E-Mail Users  
**Subject:** IT Customer Satisfaction Survey

Dear King County Employee:

King County Office of Information Resource Management (OIRM) and Information Technology (KCIT) in the Executive Branch departments are conducting a survey to get your thoughts about the quality of customer service we provide and how satisfied you are with our services. We will use your anonymous responses to help us identify critical areas needing improvement and craft a plan for improvements in these areas.

This survey is focused on the 10,000+ Executive Branch employees who use King County computers. If you are in the Executive Branch, we need to hear from you! Much has changed recently in King County IT, and we are seeking your feedback. Please **GO TO THE SURVEY**. It's short! It's easy!

For more information on IT Customer service, please visit our web page:  
[http://kcweb.metrokc.gov/oirm/news/customer\\_service.aspx](http://kcweb.metrokc.gov/oirm/news/customer_service.aspx)

If you have questions, problems, or wish to be added to the KCIT communications list, please contact Terra Strouhal, Communications Manager, at [terra.strouhal@kingcounty.gov](mailto:terra.strouhal@kingcounty.gov).

On behalf of OIRM and KCIT, thanks in advance for your participation.

## Invitation to KCIT Employees Sent August 17, 2009

**From:** Strouhal, Terra  
**Sent:** Monday, August 17, 2009 9:53 AM  
**To:** ZZGrp, KCIT ALL  
**Subject:** IT Customer Satisfaction survey

Sent on behalf of Patti Cole-Tindall  
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Dear KCIT,

I'd like to take this opportunity to ask you to participate in the IT Customer Satisfaction survey, which opens today.

The goal of this survey is to help us improve the quality of customer service from the county's IT departments, by assessing the level of satisfaction with KCIT's services and support. As part of the IT ReOrg Help Desk initiative, the survey will supply data for the work being done to improve the quality of customer service provided by our IT departments.

>>>The **IT Customer Satisfaction** survey is online and available now. [Click here to take the survey.](#)

The compiled survey results will be shared with county employees and they will assist the IT Re-Organ program staff in developing employee training while driving cultural development initiatives within IT. The survey also ties back to the Executive and Council Goals for the IT Reorganization, the consultant findings, and the Shared Beliefs, Values and Norms.

- *Executive and Council Goals*
  - Deliver responsive service to internal customers.
- *Strategic Learning Resources (consultant) Findings*
  - Enhanced customer service is perhaps the most widely shared element of the visions of success for the reorganization.
- *Shared Beliefs, Values and Norms*
  - The customer is our focus. We believe our customer's success is our success.

Additional information:

- Your responses will be anonymous and results will be made available to employees upon completion of the survey.
- The survey should take less than 10 minutes to complete.
- this survey should be completed as part of your normal duties during compensated work time.

I appreciate your participation in this survey and strongly encourage you to make your voice heard!



**Reminder to KCIT Employees, Sent via August 20, 2009, Newsletter**

**From:** Strouhal, Terra

**Sent:** Thursday, August 20, 2009 5:34 PM

**To:** ZZGrp, DAJD IS Alert; ZZGrp, DCHS Information Technology Staff; ZZGrp, DDES IT; ZZGrp, DES All IT Staff; ZZgrp, DNRP All IT Staff; Zzgrp, DOT IT Staff; ZZGrp, OIRM ALL; ZZGrp, Public Health IT ReOrg News

**Subject:** 8/20/09 KCIT Reorganization Update

**August 20** biweekly email

This email is sent out biweekly, and will highlight important milestones, successes, challenges and events related to the IT Reorganization and KCIT Community. If you are not on the distribution list and would like to be added, please send me an email.

**KCIT Customer Service**

Have you taken the [IT Customer Satisfaction Survey](#)? Don't wait! Take it today.

---

**Reminder to KCIT Employees, Sent via September 3, 2009, Newsletter**

**From:** Strouhal, Terra

**Sent:** Thursday, September 03, 2009 6:13 PM

**To:** ZZGrp, DAJD IS Alert; ZZGrp, DCHS Information Technology Staff; ZZGrp, DDES IT; ZZGrp, DES All IT Staff; ZZgrp, DNRP All IT Staff; Zzgrp, DOT IT Staff; ZZGrp, OIRM ALL; ZZGrp, Public Health IT ReOrg News

**Subject:** 9/03/09 KCIT Reorganization Update

**September 3** biweekly email

This email is sent out biweekly, and will highlight important milestones, successes, challenges

**KCIT Customer Service**

Have you taken the [IT Customer Satisfaction Survey](#)? Don't wait! So far 1,587 people have taken the survey. That's a lot, but not enough to get the feedback we need on satisfaction with IT Services. Click the picture to take it today.

**Reminder to All King County Employees, Sent September 11, 2009**

**From:** KC Global Announcement  
**Sent:** Friday, September 11, 2009 3:02 PM  
**To:** ZZGrp, All King County E-Mail Users  
**Subject:** IT Customer Satisfaction Survey - ends today

Dear King County Employee:

Thank you very much to each of you who have already taken the IT Customer Satisfaction Survey. If you have not yet taken it today is the last day to participate!

If you have not yet done so, please take a few minutes to complete the survey now so that we can include your views on the quality of IT customer service we provide and how satisfied you are with our services. The survey can be accessed by through the following link

[http://www.surveymk.com/s.aspx?sm=viYn\\_2b1THKI9zrw9\\_2fSFQ2pA\\_3d\\_3d](http://www.surveymk.com/s.aspx?sm=viYn_2b1THKI9zrw9_2fSFQ2pA_3d_3d).

For more information on IT customer service, please visit our intranet page:  
[http://kcweb.metrokc.gov/oirm/news/customer\\_service.aspx](http://kcweb.metrokc.gov/oirm/news/customer_service.aspx).

Thank you in advance for your participation and for your input on King County's IT services.

Sincerely,

Office of Information Resource Management (OIRM) and  
King County Information Technology (KCIT)

# King County Information Technology Customer Satisfaction Survey

August 14, 2009

## How Are We Doing?

Please take a few minutes to complete the following questions by clicking on the buttons that best reflect your opinions so that we can include your views in our assessment of King County Information Technology (IT) services and support. The survey has been set up so that we cannot connect responses to any individual employee or computer. In our commitment to being transparent and open, we plan to share all results of this survey and the comments received in response to the open-ended questions at the end of the survey. Statistical results will be reported in aggregate. All results will be available this fall.

- Overall, how satisfied are you with the **equipment and computer applications** (for example, phones, computers, printers, web access, and programs) provided by King County's IT groups?

Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied
1	2	3	4	5

- Overall, how satisfied are you with the quality of the **customer service provided by staff** in King County's IT groups?

Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied
1	2	3	4	5

## King County's IT Equipment and Computer Applications

- How satisfied are you with each of the following equipment and services provided by King County IT groups to you and your work group?

	Not at all satisfied 1	Not very satisfied 2	Somewhat satisfied 3	Very satisfied 4	Extremely satisfied 5	Does not apply/ Have not used service
Office telephones (land lines)	1	2	3	4	5	6
Voicemail	1	2	3	4	5	6
Mobile telephones (cell, Blackberry)	1	2	3	4	5	6
E-mail	1	2	3	4	5	6
Connections <u>from your KC office/work site</u> to the Internet and internal KC Web	1	2	3	4	5	6
Connections <u>from home or work sites not in KC buildings</u> to the internal KC Web and applications necessary for your work	1	2	3	4	5	6
Computer programs or applications	1	2	3	4	5	6
Computer equipment	1	2	3	4	5	6

4. Now, please indicate **how important** each of the following equipment and services is to your ability to do your job well?

	Not at all important 1	Not very important 2	Somewhat important 3	Very important 4	Extremely important 5
Office telephones (land lines)	1	2	3	4	5
Voicemail	1	2	3	4	5
Mobile telephones (cell, Blackberry)	1	2	3	4	5
E-mail	1	2	3	4	5
Connections <b>from your KC office/work site</b> to the Internet and internal KC Web	1	2	3	4	5
Connections <b>from home or work sites not in KC buildings</b> to the internal KC Web and applications necessary for your work	1	2	3	4	5
Computer programs or applications	1	2	3	4	5
Computer equipment	1	2	3	4	5

### **King County's IT Groups**

5. Please indicate your level of agreement with each of the following statements about the **staff in King County's IT groups** who provide you with IT services and support.

	Strongly disagree 1	Disagree 2	Neither agree nor disagree 3	Agree 4	Strongly agree 5	Does not apply/ Have not worked with staff
Available when you need them	1	2	3	4	5	6
Professional	1	2	3	4	5	6
Courteous	1	2	3	4	5	6
Knowledgeable	1	2	3	4	5	6
Understand your business needs and priorities	1	2	3	4	5	6
Provide the answers you need	1	2	3	4	5	6
Respond to your requests in a timely manner	1	2	3	4	5	6
Keep you informed about upcoming IT changes and projects	1	2	3	4	5	6
Keep you informed about outages, maintenance, and repairs	1	2	3	4	5	6

6. In the last year, how often have you had an IT-related question or problem for which you needed information or assistance?
- ☐ Never
  - ☐ 1-2 times
  - ☐ 3-5 times
  - ☐ 6-10 times
  - ☐ More than 10 times
7. When you have an IT-related question or problem, how often do you seek a solution through each of the following pathways?

	Never 1	Rarely 2	Some of the time 3	Most of the time 4	Always 5
Contact the help desk in your department	1	2	3	4	5
Contact the help desk in another department	1	2	3	4	5
Call 263-HELP (OIRM central IT help desk)	1	2	3	4	5
Contact an IT technical staff member directly	1	2	3	4	5
Ask a friend/colleague who does not work in IT	1	2	3	4	5

### **Background**

8. Do you work in a King County IT department or work group?
- ☐ Yes
  - ☐ No
9. In what department or agency do you work? *Please check only one. (If you work with more than one, please check the department with which you are primarily associated.)*
- ☐ Adult & Juvenile Detention
  - ☐ Assessments
  - ☐ Community & Human Services
  - ☐ Development & Environmental Services
  - ☐ District Courts
  - ☐ Elections
  - ☐ Executive Offices (including OIRM, OMB, and OSPPM)
  - ☐ Executive Services (including FMD, FBOD, HRD, OEM, and RALS)
  - ☐ Judicial Administration
  - ☐ Legislative Offices (including Council, County Auditor, and Ombudsman)
  - ☐ Natural Resources & Parks
  - ☐ Prosecuting Attorney's Office
  - ☐ Public Health
  - ☐ Sheriff's Office
  - ☐ Superior Court
  - ☐ Transportation

10. Which of the following best describes your position?

- ☐ Senior/Executive Management
- ☐ Mid-Level Management
- ☐ Supervisor/Lead
- ☐ Professional – non-supervising (e.g., registered nurse, analyst, project/program manager, engineer, corrections officer, law enforcement, labor negotiator, database administrator, system tech)
- ☐ Skilled Crafts – non-supervising (e.g., carpenter, metal fabricator, truck driver, heavy equipment operator, electrician)
- ☐ General Labor (e.g., custodian, maintenance or parks specialist, facilities or vehicle maintenance)
- ☐ Administrative Support (e.g., administrative specialist, clerical, scheduling coordinator, secretary, legal assistant)

11. Do you have any comments about King County's IT service and support?

***Please click on the "Submit response" button to complete the survey.  
Thank you.***

## Results for Executive Branch Departments

	In what department or agency do you work?														Group Total			
	DAJD		DCHS		DDES		KCEO		DES		DNRP		DPH		DOT		Mean	Valid N
Overall, how satisfied are you with the equipment and computer applications (for example, phones, computers, printers, web access, and programs) provided by King County's IT groups?	3.33	N=80	3.54	N=92	3.56	N=48	3.27	N=85	3.43	N=199	3.53	N=425	3.34	N=211	3.27	N=271	3.41	N=1411
Overall, how satisfied are you with the quality of the customer service provided by staff in King County's IT groups?	3.73	N=80	3.71	N=91	3.96	N=48	3.16	N=85	3.61	N=199	3.87	N=424	3.61	N=211	3.50	N=269	3.67	N=1407

### Satisfaction with equipment and services provided by KCIT groups

	In what department or agency do you work?														Group Total			
	DAJD		DCHS		DDES		KCEO		DES		DNRP		DPH		DOT		Mean	Valid N
Office telephones (land lines)	3.61	N=80	3.88	N=90	3.79	N=47	3.92	N=85	3.71	N=194	3.71	N=421	3.73	N=207	3.65	N=257	3.72	N=1381
Voicemail	3.67	N=51	3.92	N=85	3.85	N=46	3.84	N=80	3.68	N=189	3.59	N=403	3.75	N=193	3.56	N=235	3.67	N=1282
Mobile telephones (cell, Blackberry)	3.29	N=28	3.42	N=19	2.83	N=23	3.69	N=42	3.57	N=54	3.24	N=171	3.14	N=81	3.45	N=130	3.33	N=548
E-mail	3.99	N=80	4.11	N=90	4.09	N=47	3.85	N=81	3.94	N=185	3.98	N=398	3.89	N=200	3.90	N=255	3.95	N=1336
Connections from your KC office/work site to the Internet and internal KC Web	3.93	N=74	3.91	N=87	3.82	N=44	3.78	N=83	3.80	N=189	3.83	N=408	3.81	N=201	3.66	N=261	3.80	N=1347
Connections from home or work sites not in KC buildings to the internal KC Web and applications necessary for your work	3.48	N=40	3.39	N=62	3.69	N=39	3.21	N=72	3.25	N=114	3.38	N=311	3.32	N=143	3.27	N=189	3.34	N=970
Computer programs or applications	3.26	N=78	3.47	N=90	3.45	N=47	3.35	N=85	3.61	N=197	3.60	N=424	3.35	N=209	3.32	N=268	3.46	N=1398
Computer equipment	3.21	N=78	3.66	N=87	3.82	N=45	3.17	N=82	3.55	N=194	3.61	N=412	3.27	N=201	3.31	N=259	3.46	N=1358

### Importance of equipment and services to ability to do job well

	In what department or agency do you work?										Group Total	
	DAJD	DCHS	DDES	KCEO	DES	DNRP	DPH	DOT	Mean	Valid N		
Office telephones (land lines)	4.45 N=80	4.25 N=92	4.06 N=48	3.80 N=85	4.12 N=198	4.04 N=424	4.27 N=212	4.11 N=271	4.12	N=1410		
Voicemail	3.20 N=75	4.12 N=90	4.21 N=47	3.63 N=84	4.01 N=196	3.97 N=420	4.12 N=210	3.83 N=263	3.93	N=1385		
Mobile telephones (cell, Blackberry)	2.53 N=75	2.27 N=83	2.93 N=45	2.70 N=81	2.40 N=181	2.80 N=397	2.65 N=201	2.94 N=255	2.70	N=1318		
E-mail	4.51 N=77	4.67 N=88	4.52 N=46	4.59 N=81	4.55 N=192	4.59 N=410	4.64 N=206	4.60 N=261	4.59	N=1361		
Connections from your KC office/work site to the Internet and internal KC Web	4.18 N=79	4.46 N=90	4.15 N=48	4.16 N=85	4.31 N=197	4.31 N=418	4.30 N=208	4.31 N=268	4.30	N=1393		
Connections from home or work sites not in KC buildings to the internal KC Web and applications necessary for your work	2.72 N=78	3.70 N=84	3.75 N=48	3.69 N=83	3.23 N=190	3.41 N=414	3.44 N=209	3.36 N=261	3.39	N=1367		
Computer programs or applications	4.33 N=80	4.53 N=90	4.42 N=48	4.35 N=85	4.45 N=197	4.48 N=423	4.51 N=212	4.43 N=269	4.45	N=1404		
Computer equipment	4.48 N=80	4.61 N=92	4.42 N=48	4.48 N=82	4.47 N=195	4.48 N=419	4.59 N=211	4.51 N=267	4.51	N=1394		

**Opinions of staff in KCIT groups who provide IT services and support**

	Opinions of staff in KCH groups who provide IT services and support										Group Total	
	In what department or agency do you work?										Mean	Valid N
	DAJD	DCHS	DDES	KCEO	DES	DNRP	DPH	DOT				
Available when you need them	3.75 N=76	4.14 N=92	4.50 N=48	3.45 N=84	3.92 N=194	4.22 N=419	3.73 N=210	3.65 N=267	3.93	N=1390		
Professional	4.26 N=76	4.29 N=91	4.26 N=47	3.85 N=82	4.19 N=196	4.39 N=419	4.29 N=209	4.19 N=264	4.26	N=1384		
Courteous	4.17 N=76	4.37 N=91	4.06 N=47	3.88 N=82	4.23 N=195	4.41 N=419	4.37 N=209	4.23 N=265	4.28	N=1384		
Knowledgeable	4.28 N=75	4.23 N=90	4.63 N=48	3.82 N=82	4.15 N=193	4.37 N=415	4.14 N=207	4.10 N=263	4.22	N=1373		
Understand your business needs and priorities	3.92 N=76	3.81 N=91	4.11 N=47	3.29 N=84	3.84 N=195	4.07 N=421	3.80 N=206	3.61 N=266	3.84	N=1386		
Provide the answers you need	4.01 N=75	3.96 N=91	4.19 N=48	3.44 N=84	3.88 N=194	4.17 N=418	3.90 N=208	3.81 N=267	3.95	N=1385		
Respond to your requests in a timely manner	3.68 N=76	3.91 N=91	4.49 N=47	3.27 N=84	3.98 N=195	4.23 N=417	3.71 N=208	3.61 N=266	3.90	N=1384		
Keep you informed about upcoming IT changes and projects	3.78 N=76	4.07 N=90	4.00 N=47	3.19 N=83	3.65 N=192	3.85 N=418	4.19 N=204	3.64 N=264	3.81	N=1374		
Keep you informed about outages, maintenance, and repairs	4.08 N=74	4.42 N=90	4.42 N=48	3.51 N=82	4.08 N=195	4.34 N=415	4.47 N=205	4.09 N=263	4.22	N=1372		

		In what department or agency do you work?																Group Total	
		DAJD		DCHS		DDES		KCEO		DES		DNRP		DPH		DOT		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
In the last year, how often have you had an IT-related question or problem for which you needed information or assistance?	Never			1	1.1%			1	1.2%	4	2.0%	4	0.9%	1	0.5%	1	0.4%	12	0.9%
	1-2 times	15	18.8%	5	5.4%	4	8.3%	19	22.4%	42	21.4%	45	10.7%	25	11.8%	34	12.5%	189	13.4%
	3-5 times	34	42.5%	39	42.4%	11	22.9%	29	34.1%	79	40.3%	144	34.1%	78	37.0%	101	37.1%	515	36.6%
	6-10 times	16	20.0%	29	31.5%	16	33.3%	17	20.0%	39	19.9%	109	25.8%	56	26.5%	79	29.0%	361	25.7%
	More than 10 times	15	18.8%	18	19.6%	17	35.4%	19	22.4%	32	16.3%	120	28.4%	51	24.2%	57	21.0%	329	23.4%
Group Total		80	100.0%	92	100.0%	48	100.0%	85	100.0%	196	100.0%	422	100.0%	211	100.0%	272	100.0%	1,406	100.0%



**When you have an IT-related question or problem, how often do you seek a solution through each of the following pathways?**

		In what department or agency do you work?																Group Total	
		DAJD		DCHS		DDES		KCEO		DES		DNRP		DPH		DOT			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Contact the help desk in your department	Never	10	12.7%	5	5.5%	1	2.2%	13	15.9%	35	18.4%	116	28.2%	15	7.2%	41	15.6%	236	17.2%
	Rarely	5	6.3%	3	3.3%			8	9.8%	22	11.6%	54	13.1%	13	6.3%	28	10.7%	133	9.7%
	Some of the time	9	11.4%	7	7.7%	4	8.7%	17	20.7%	43	22.6%	63	15.3%	33	15.9%	45	17.2%	221	16.1%
	Most of the time	26	32.9%	35	38.5%	18	39.1%	31	37.8%	57	30.0%	98	23.8%	75	36.1%	97	37.0%	437	31.9%
	Always	29	36.7%	41	45.1%	23	50.0%	13	15.9%	33	17.4%	80	19.5%	72	34.6%	51	19.5%	342	25.0%
Group Total		79	100.0%	91	100.0%	46	100.0%	82	100.0%	190	100.0%	411	100.0%	208	100.0%	262	100.0%	1,369	100.0%
Contact the help desk in another department	Never	52	66.7%	74	84.1%	35	79.5%	61	74.4%	116	64.1%	308	76.6%	140	68.6%	170	67.2%	956	71.8%
	Rarely	11	14.1%	6	6.8%	8	18.2%	14	17.1%	41	22.7%	70	17.4%	31	15.2%	46	18.2%	227	17.0%
	Some of the time	9	11.5%	4	4.5%			6	7.3%	17	9.4%	22	5.5%	20	9.8%	32	12.6%	110	8.3%
	Most of the time	4	5.1%	2	2.3%	1	2.3%			5	2.8%	2	0.5%	8	3.9%	4	1.6%	26	2.0%
	Always	2	2.6%	2	2.3%			1	1.2%	2	1.1%			5	2.5%	1	0.4%	13	1.0%
Group Total		78	100.0%	88	100.0%	44	100.0%	82	100.0%	181	100.0%	402	100.0%	204	100.0%	253	100.0%	1,332	100.0%
Call 263-HELP (OIRM central IT help desk)	Never	7	9.0%	56	64.4%	40	88.9%	11	13.3%	58	30.7%	269	66.6%	87	41.6%	81	31.2%	609	44.9%
	Rarely	7	9.0%	12	13.8%	3	6.7%	12	14.5%	40	21.2%	85	21.0%	40	19.1%	31	11.9%	230	17.0%
	Some of the time	16	20.5%	12	13.8%	2	4.4%	27	32.5%	47	24.9%	40	9.9%	34	16.3%	52	20.0%	230	17.0%
	Most of the time	24	30.8%	4	4.6%			24	28.9%	27	14.3%	9	2.2%	28	13.4%	59	22.7%	175	12.9%
	Always	24	30.8%	3	3.4%			9	10.8%	17	9.0%	1	0.2%	20	9.6%	37	14.2%	111	8.2%
Group Total		78	100.0%	87	100.0%	45	100.0%	83	100.0%	189	100.0%	404	100.0%	209	100.0%	260	100.0%	1,355	100.0%
Contact an IT technical staff member directly	Never	17	21.8%	25	28.1%	7	14.6%	16	19.3%	30	16.2%	23	5.5%	57	27.3%	46	17.4%	221	16.1%
	Rarely	22	28.2%	29	32.6%	6	12.5%	12	14.5%	25	13.5%	28	6.7%	50	23.9%	66	25.0%	238	17.3%
	Some of the time	22	28.2%	25	28.1%	24	50.0%	31	37.3%	46	24.9%	100	24.0%	73	34.9%	85	32.2%	406	29.6%
	Most of the time	13	16.7%	7	7.9%	9	18.8%	21	25.3%	69	37.3%	144	34.5%	24	11.5%	47	17.8%	334	24.3%
	Always	4	5.1%	3	3.4%	2	4.2%	3	3.6%	15	8.1%	122	29.3%	5	2.4%	20	7.6%	174	12.7%
Group Total		78	100.0%	89	100.0%	48	100.0%	83	100.0%	185	100.0%	417	100.0%	209	100.0%	264	100.0%	1,373	100.0%
Ask a friend/colleague who does not work in IT	Never	28	35.4%	32	35.6%	16	34.0%	38	45.8%	60	31.7%	138	33.7%	61	29.3%	67	25.5%	440	32.1%
	Rarely	19	24.1%	29	32.2%	10	21.3%	12	14.5%	46	24.3%	118	28.8%	52	25.0%	72	27.4%	358	26.2%
	Some of the time	18	22.8%	19	21.1%	20	42.6%	24	28.9%	59	31.2%	126	30.7%	74	35.6%	98	37.3%	438	32.0%
	Most of the time	8	10.1%	10	11.1%	1	2.1%	7	8.4%	18	9.5%	22	5.4%	15	7.2%	17	6.5%	98	7.2%
	Always	6	7.6%					2	2.4%	6	3.2%	6	1.5%	6	2.9%	9	3.4%	35	2.6%
Group Total		79	100.0%	90	100.0%	47	100.0%	83	100.0%	189	100.0%	410	100.0%	208	100.0%	263	100.0%	1,369	100.0%

		In what department or agency do you work?																Group Total	
		DAJD		DCHS		DDES		KCEO		DES		DNRP		DPH		DOT			
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Do you work in a King County IT department or work group?	Yes	3	3.8%	12	13.2%	6	12.5%	60	71.4%	14	7.1%	38	9.0%	12	5.7%	32	12.0%	177	12.7%
	No	75	96.2%	79	86.8%	42	87.5%	24	28.6%	182	92.9%	383	91.0%	199	94.3%	235	88.0%	1,219	87.3%
Group Total		78	100.0%	91	100.0%	48	100.0%	84	100.0%	196	100.0%	421	100.0%	211	100.0%	267	100.0%	1,396	100.0%
Which of the following best describes your position?	Senior/Executive Management	2	2.6%	3	3.3%	3	6.5%	1	1.2%	3	1.6%	7	1.7%	5	2.4%	6	2.2%	30	2.1%
	Mid-Level Management	6	7.7%	12	13.0%	1	2.2%	14	16.7%	24	12.4%	20	4.7%	31	14.7%	24	8.9%	132	9.4%
	Supervisor/Lead	9	11.5%	13	14.1%	8	17.4%	13	15.5%	23	11.9%	82	19.3%	33	15.6%	56	20.8%	237	17.0%
	Professional - non-supervising	51	65.4%	48	52.2%	25	54.3%	50	59.5%	96	49.7%	246	58.0%	96	45.5%	138	51.3%	750	53.7%
	Skilled Crafts - non-supervising					1	2.2%	2	2.4%	1	0.5%	16	3.8%			7	2.6%	27	1.9%
	General Labor											6	1.4%			7	2.6%	13	0.9%
	Administrative Support	10	12.8%	16	17.4%	8	17.4%	4	4.8%	46	23.8%	47	11.1%	46	21.8%	31	11.5%	208	14.9%
Group Total		78	100.0%	92	100.0%	46	100.0%	84	100.0%	193	100.0%	424	100.0%	211	100.0%	269	100.0%	1,397	100.0%

## Results for Separately Elected Departments

	In what department or agency do you work?																Group Total	
	Assessments		District Courts		Elections		Judicial Admin		Legislative Offices		PAO		Sheriffs Office		Superior Court		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
Overall, how satisfied are you with the equipment and computer applications (for example, phones, computers, printers, web access, and programs) provided by King County's IT groups?	3.74	N=19	3.25	N=32	3.86	N=7	2.89	N=35	3.69	N=13	3.29	N=45	3.31	N=64	3.60	N=25	3.34	N=240
Overall, how satisfied are you with the quality of the customer service provided by staff in King County's IT groups?	4.05	N=19	3.59	N=32	3.86	N=7	3.76	N=34	4.08	N=13	3.66	N=44	3.70	N=64	4.24	N=25	3.80	N=238

### Satisfaction with equipment and services provided by KCIT groups

	In what department or agency do you work?																Group Total	
	Assessments		District Courts		Elections		Judicial Admin		Legislative Offices		PAO		Sheriffs Office		Superior Court		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
Office telephones (land lines)	3.47	N=19	3.16	N=31	3.86	N=7	3.39	N=28	4.00	N=13	3.39	N=44	3.63	N=60	3.60	N=25	3.50	N=227
Voicemail	4.00	N=18	3.29	N=24	4.00	N=5	3.54	N=13	3.33	N=12	3.56	N=45	3.53	N=57	3.61	N=23	3.56	N=197
Mobile telephones (cell, Blackberry)	2.75	N=4	3.40	N=5	3.33	N=3	2.00	N=1	3.75	N=4	2.43	N=7	3.41	N=27	3.83	N=6	3.28	N=57
E-mail	4.26	N=19	3.80	N=30	4.43	N=7	4.00	N=30	4.00	N=13	3.88	N=43	4.02	N=61	4.29	N=24	4.02	N=227
Connections from your KC office/work site to the Internet and internal KC Web	4.29	N=17	3.62	N=29	4.29	N=7	3.69	N=26	4.50	N=12	3.85	N=41	3.70	N=63	4.09	N=23	3.87	N=218
Connections from home or work sites not in KC buildings to the internal KC Web and applications necessary for your work	3.55	N=11	3.08	N=12	4.00	N=3	3.40	N=10	3.86	N=7	3.54	N=24	3.28	N=43	3.56	N=16	3.43	N=126
Computer programs or applications	3.89	N=19	3.23	N=31	4.00	N=7	2.87	N=30	3.69	N=13	3.39	N=44	3.29	N=62	3.92	N=25	3.41	N=231
Computer equipment	3.78	N=18	3.29	N=31	4.00	N=7	3.23	N=31	3.85	N=13	3.56	N=43	3.29	N=63	3.96	N=24	3.49	N=230

### Importance of equipment and services to ability to do job well

	In what department or agency do you work?																Group Total	
	Assessments		District Courts		Elections		Judicial Admin		Legislative Offices		PAO		Sheriffs Office		Superior Court		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
Office telephones (land lines)	3.53	N=19	4.42	N=31	4.14	N=7	3.50	N=34	4.08	N=13	4.27	N=44	3.98	N=64	4.60	N=25	4.06	N=237
Voicemail	3.67	N=18	3.74	N=31	3.00	N=7	2.47	N=32	4.08	N=13	4.05	N=44	3.39	N=61	4.32	N=25	3.58	N=231
Mobile telephones (cell, Blackberry)	2.32	N=19	2.14	N=28	2.71	N=7	1.39	N=33	2.54	N=13	1.88	N=43	3.06	N=63	2.17	N=23	2.30	N=229
E-mail	4.58	N=19	4.55	N=31	4.40	N=5	4.36	N=33	4.77	N=13	4.64	N=42	4.49	N=63	4.88	N=25	4.57	N=231
Connections from your KC office/work site to the Internet and internal KC Web	4.42	N=19	4.66	N=32	4.29	N=7	3.55	N=33	4.46	N=13	4.16	N=44	4.16	N=64	4.16	N=25	4.18	N=237
Connections from home or work sites not in KC buildings to the internal KC Web and applications necessary for your work	3.37	N=19	2.57	N=30	3.14	N=7	2.06	N=34	2.92	N=13	3.09	N=44	3.05	N=63	3.20	N=25	2.89	N=235
Computer programs or applications	4.53	N=19	4.59	N=32	4.14	N=7	4.41	N=34	4.15	N=13	4.35	N=43	4.63	N=64	4.44	N=25	4.47	N=237
Computer equipment	4.26	N=19	4.71	N=31	4.29	N=7	4.79	N=34	4.38	N=13	4.55	N=44	4.64	N=64	4.56	N=25	4.59	N=237

**Opinions of staff in KCIT groups who provide IT services and support**

	In what department or agency do you work?														Group Total			
	Assessments		District Courts		Elections		Judicial Admin		Legislative Offices		PAO		Sheriffs Office		Superior Court		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
Available when you need them	4.22	N=18	3.75	N=28	4.33	N=6	4.06	N=33	4.38	N=13	4.07	N=43	3.81	N=64	4.54	N=24	4.04	N=229
Professional	4.44	N=18	4.04	N=28	4.50	N=6	4.45	N=33	4.69	N=13	4.23	N=43	4.47	N=64	4.70	N=23	4.40	N=228
Courteous	4.39	N=18	4.21	N=28	4.50	N=6	4.48	N=33	4.69	N=13	4.21	N=43	4.38	N=64	4.70	N=23	4.39	N=228
Knowledgeable	4.44	N=18	4.21	N=28	4.29	N=7	4.36	N=33	4.42	N=12	4.14	N=43	4.42	N=64	4.57	N=23	4.35	N=228
Understand your business needs and priorities	4.39	N=18	3.86	N=28	4.33	N=6	4.09	N=34	4.15	N=13	3.95	N=43	3.95	N=64	4.35	N=23	4.06	N=229
Provide the answers you need	4.33	N=18	3.93	N=28	4.43	N=7	3.97	N=32	4.38	N=13	4.07	N=41	4.13	N=64	4.39	N=23	4.14	N=226
Respond to your requests in a timely manner	4.39	N=18	3.70	N=27	4.14	N=7	3.97	N=31	4.46	N=13	4.05	N=42	3.97	N=64	4.48	N=23	4.07	N=225
Keep you informed about upcoming IT changes and projects	4.00	N=18	3.71	N=28	4.00	N=6	3.67	N=33	4.08	N=13	3.70	N=43	3.81	N=62	4.04	N=23	3.81	N=226
Keep you informed about outages, maintenance, and repairs	4.28	N=18	4.17	N=30	4.43	N=7	4.12	N=34	4.31	N=13	4.10	N=42	4.52	N=63	4.43	N=23	4.30	N=230

		In what department or agency do you work?																Group Total	
		Assessments		District Courts		Elections		Judicial Admin		Legislative Offices		PAO		Sheriffs Office		Superior Court		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
In the last year, how often have you had an IT-related question or problem for which you needed information or assistance?	Never	1	5.3%	3	9.4%	1	14.3%	1	2.9%			3	6.7%	1	1.6%			10	4.2%
	1-2 times	1	5.3%	5	15.6%	1	14.3%	5	14.3%	2	15.4%	6	13.3%	5	7.9%	1	4.0%	26	10.9%
	3-5 times	9	47.4%	15	46.9%	2	28.6%	5	14.3%	3	23.1%	17	37.8%	24	38.1%	12	48.0%	87	36.4%
	6-10 times	6	31.6%	5	15.6%	1	14.3%	10	28.6%	4	30.8%	12	26.7%	19	30.2%	3	12.0%	60	25.1%
	More than 10 times	2	10.5%	4	12.5%	2	28.6%	14	40.0%	4	30.8%	7	15.6%	14	22.2%	9	36.0%	56	23.4%
Group Total		19	100.0%	32	100.0%	7	100.0%	35	100.0%	13	100.0%	45	100.0%	63	100.0%	25	100.0%	239	100.0%

**When you have an IT-related question or problem, how often do you seek a solution through each of the following pathways?**

		In what department or agency do you work?														Group Total		
		Assessments		District Courts		Elections		Judicial Admin		Legislative Offices		PAO		Sheriffs Office				Superior Court
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count
Contact the help desk in your department	Never	5	26.3%	8	25.8%					2	16.7%	5	12.8%	10	16.4%		32	14.1%
	Rarely	2	10.5%	7	22.6%	1	16.7%										27	11.9%
	Some of the time	2	10.5%			1	16.7%	6	17.1%	1	8.3%	2	5.1%	12	19.7%	4	28	12.3%
	Most of the time	7	36.8%	11	35.5%	1	16.7%	16	45.7%	4	33.3%	11	28.2%	19	31.1%	12	81	35.7%
	Always	3	15.8%	5	16.1%	3	50.0%	13	37.1%	5	41.7%	10	25.6%	12	19.7%	8	59	26.0%
Group Total		19	100.0%	31	100.0%	6	100.0%	35	100.0%	12	100.0%	39	100.0%	61	100.0%	24	227	100.0%
Contact the help desk in another department	Never	12	63.2%	18	58.1%	5	71.4%	19	57.6%	11	91.7%	22	57.9%	36	58.1%	15	138	61.3%
	Rarely	4	21.1%	9	29.0%	1	14.3%	6	18.2%			9	23.7%	16	25.8%	2	47	20.9%
	Some of the time	3	15.8%	3	9.7%	1	14.3%	7	21.2%	1	8.3%	6	15.8%	9	14.5%	4	34	15.1%
	Most of the time			1	3.2%							1	2.6%	1	1.6%	1	4	1.8%
	Always							1	3.0%						1	2	0.9%	
Group Total		19	100.0%	31	100.0%	7	100.0%	33	100.0%	12	100.0%	38	100.0%	62	100.0%	23	225	100.0%
Call 263-HELP (OIRM central IT help desk)	Never	15	78.9%	23	74.2%	3	42.9%	27	79.4%	11	84.6%	27	69.2%	43	69.4%	12	161	70.6%
	Rarely	3	15.8%	7	22.6%	1	14.3%	3	8.8%	1	7.7%	4	10.3%	13	21.0%	5	37	16.2%
	Some of the time	1	5.3%	1	3.2%	2	28.6%	3	8.8%	1	7.7%	8	20.5%	6	9.7%	3	25	11.0%
	Most of the time							1	2.9%						3	4	1.8%	
	Always					1	14.3%									1	0.4%	
Group Total		19	100.0%	31	100.0%	7	100.0%	34	100.0%	13	100.0%	39	100.0%	62	100.0%	23	228	100.0%
Contact an IT technical staff member directly	Never	2	10.5%	10	32.3%			4	11.8%	4	30.8%	6	14.3%	6	9.4%	1	33	14.2%
	Rarely			8	25.8%			9	26.5%	2	15.4%	3	7.1%	5	7.8%	3	30	12.9%
	Some of the time	3	15.8%	7	22.6%	4	57.1%	12	35.3%	4	30.8%	8	19.0%	10	15.6%	12	60	25.8%
	Most of the time	9	47.4%	6	19.4%	1	14.3%	6	17.6%			14	33.3%	24	37.5%	7	67	28.8%
	Always	5	26.3%			2	28.6%	3	8.8%	3	23.1%	11	26.2%	19	29.7%		43	18.5%
Group Total		19	100.0%	31	100.0%	7	100.0%	34	100.0%	13	100.0%	42	100.0%	64	100.0%	23	233	100.0%
Ask a friend/colleague who does not work in IT	Never	4	21.1%	9	29.0%	2	28.6%	15	44.1%	5	38.5%	9	22.0%	19	30.6%	8	71	30.7%
	Rarely	3	15.8%	7	22.6%	2	28.6%	4	11.8%	1	7.7%	10	24.4%	19	30.6%	7	53	22.9%
	Some of the time	7	36.8%	7	22.6%	2	28.6%	11	32.4%	7	53.8%	15	36.6%	16	25.8%	9	74	32.0%
	Most of the time	2	10.5%	3	9.7%	1	14.3%	3	8.8%			6	14.6%	8	12.9%		23	10.0%
	Always	3	15.8%	5	16.1%			1	2.9%			1	2.4%				10	4.3%
Group Total		19	100.0%	31	100.0%	7	100.0%	34	100.0%	13	100.0%	41	100.0%	62	100.0%	24	231	100.0%

		In what department or agency do you work?																Group Total	
		Assessments		District Courts		Elections		Judicial Admin		Legislative Offices		PAO		Sheriffs Office		Superior Court		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Do you work in a King County IT department or work group?	Yes	3	15.8%	3	9.7%	2	28.6%	4	11.4%	1	7.7%	1	2.3%	4	6.3%	1	4.0%	19	8.0%
	No	16	84.2%	28	90.3%	5	71.4%	31	88.6%	12	92.3%	43	97.7%	59	93.7%	24	96.0%	218	92.0%
Group Total		19	100.0%	31	100.0%	7	100.0%	35	100.0%	13	100.0%	44	100.0%	63	100.0%	25	100.0%	237	100.0%
Which of the following best describes your position?	Senior/Executive Management			2	6.3%	1	14.3%	1	2.9%			2	4.5%			1	4.0%	7	2.9%
	Mid-Level Management			1	3.1%			1	2.9%	1	7.7%	3	6.8%	3	4.7%	1	4.0%	10	4.2%
	Supervisor/Lead	2	10.5%	3	9.4%			3	8.6%	2	15.4%	3	6.8%	13	20.3%	8	32.0%	34	14.2%
	Professional - non-supervising	11	57.9%	3	9.4%	3	42.9%	3	8.6%	5	38.5%	15	34.1%	32	50.0%	8	32.0%	80	33.5%
	Administrative Support	6	31.6%	23	71.9%	3	42.9%	27	77.1%	5	38.5%	21	47.7%	16	25.0%	7	28.0%	108	45.2%
Group Total		19	100.0%	32	100.0%	7	100.0%	35	100.0%	13	100.0%	44	100.0%	64	100.0%	25	100.0%	239	100.0%

## Do you have any comments about King County's IT service and support?

<b>Adult &amp; Juvenile Detention</b>
A spare printer should be kept in the captains office or maintenance/supply in case one breaks.
As with anything else, the IT service and support varies with the person assigned.
Being three generations behind on many of our programs is causing greater and greater difficulty in dealing with outside entities. Considering we are using Office 2002 and IE 6, we may soon be four generations behind. I am also less than happy about the use of Blackberrys in DAJD - it's restricted to only senior managers, and so I am using my personal smartphone to keep track of meeting - and I still have no way to access my e-mail except by coming back to my office, or finding an avialble computer and checking via OWA.
DAJD has great IT support! They are always there when I need them.
DAJD IT staff (Mike Holland, Steve Ford, John Slomnicki, Jeff Straughn & John Wu) are THE BEST!! Attitude is paramount, especially when great minds, like IT staff, communicate with us 'untrained worker bees'. While PEBKAC may be the problem, being made to feel "less than" is not OK. In all my interactions with DAJD IT staff, whether for myself, new co-workers or new supervisors, DAJD IT staff have never made me feel stupid; nor have they reacted to our apparent 'program/computer irritations'. DAJD IT staff have saved our day several times! Our thanks to them & their supervisors!!
Gasam Askerov is an outstanding IT tech. He is very patient, knowledgable, helpful, available, and gets back right away when I contact him. A++++ Dan Johnson was very helpful with Blackberry problems, and spend considerable time helping to reset enterprise server when it disconnected (I was loading BB Desktop Manager on my home PC, which was causing data retrieval problems). Good job folks - you do an excellent job. We have had far more problems with PEARL - the jail Electronic Medical Record - but those are not due to KC IT.
I have had some issues with logging into my Novell lately. The IT staff was extremely helpful and quick to resolve the issues. I am very satisfied with their work. The only thing I don't like about our system is the program "CRIMES" logs out within a certain time frame. In my area of work we constantly have to run visitors in CRIMES to verify they can enter the facility. It is very inconvenient to have to log back into CRIMES every five or ten minutes. It would be extremely helpful if CRIMES could be set up so the receptionists can have it on for several hours at a time.
I work the grave yard shift. When I have a problem, they always do a work order. So my problems are never fixed on my shift. That means I am down for the whole shift.
In general, IT staff are helpful and responsive. There are not nearly enough of them for the demands of this organization. The push to make all requests go through the help desk -- while I understand the necessity from the perspective of managing IT workload -- is extremely frustrating for the end user. The utter LACK of any support to help set up home-based work is not only extremely frustrating, but also seems to be in violation of the (former) executive's policy to encourage remote work where possible. I'm not in a heavily technical position, mainly just use MS Office applications. TBut the #1 frustration in my job (that includes everything I do -- my substantive work, the people inside and outside of King County that I have to deal with, etc), is my inability to effectively access work documents remotely. There wasn't really a question for this -- but also the inability to support databases is something I've learned to live with. But what a ridiculous shame that this tool is forbidden to the majority of users. I trained myself in Access, on my own time, and was made to DELETE the db I set up for myself and told not to create any databases (not just me, this was a countywide thing, as I understand it because King County doesn't "support" databases). Again, frustrating and embarassing for an organization in this day and age. I think we could be a far more efficient agency if we could bring ourselves into the 21st century.
Need more current versions of software. Access to Internet has been a big improvement.
Need someone to set up head set so it works again. Need someone to show me how to work more efficiently with older technology that KC has. Need software to enable faxes to come directly to computer versus fax machine so they are kept confidential and readily accessible even if working off site. Need software to track issues larger than access or excel can. Thanks for listening, caring and responding.
Need to have an IT professional available to 3rd Shift employees. When passwords expire it's difficult to take time to rectify the situation on another shift.
No
None at this time.
Overall, I am satisfied with the service the IT group provides in our department. I understand that the county does not have the resources to provide training but I do believe that staff should be given training especially that Microsoft Office 2007 had just been installed not too long ago.
Please remember that in the department of adult & juvenile detentions there are at least (4) shifts and we need someone ready available to help on the 3rd shift. Especially, when we can't get in to our e-mail or log on to our ITS screen.

## Do you have any comments about King County's IT service and support?

Regarding the computers, most (at least where I work) seem to be old and outdated, which in turn makes them run slow. The few problems I have had, the support and service are usually handled in a timely manner.
THANKS FOR BEING THERE WHEN WE NEED YOU.
thanks for your survey and ongoing efforts to help us and improve cust. service. sometimes a time lag between service call and fix, but limited staff and a big county... have a great day.
The communication within Juvenile Detention could be streamlined tremendously if computer applications were established to eliminate the need for multiple triplicate copies of timesheets (filled out nearly every shift) and most importantly by creating a database to communicate between the Health Clinic and the officers and supervisors working in the halls and court areas. Not only are we currently required to make multiple photocopies and pass them out when a youth is on a sports restriction or has an infection or other medical condition, we have to re-trace our steps to retrieve multiple photocopies when the condition changes. Not only is this an unrealistic, error-prone process, is it time consuming and ineffective. It would serve the youth and staff very well to have a current database to address allergies, activity restrictions, chronic health conditions and other "need to know" info to the custodial staff. It would serve the nurses well to be linked in with the state-wide immunization tracking method employed by virtually all other agencies requiring immunization compliance. Additionally although this did not come up in your survey I would like to mention that the nurses do not have access to a copier in the nurses station which is very inconvenient. It is also of concern that all medical documents get faxed to a copier/printer at the back of the clinic which is not in compliance with HIPPA regulations. Private health information sits on the tray in this office for extended periods of time as other employees access this area to use the copier or phone. This should be addressed by having a fax and printer in the nurses station where it is available and monitored. I must commend the IT team as their workload is staggering and they remain pleasant and responsive in my experience. At the breakfast retreat this year I suggested considering peer mentors to help the new employees get oriented and answer questions about the computer that are very basic. I hope this is under consideration. Thank you for asking us about IT!!!
The computer on station 1 in central control at the King County Jail is slow, and does not access Mainframe, which I find to be odd. I think IT would benefit from a central system where you call in and anyone who answers is able to reset ALL system/program passwords. I don't much appreciate having to wait all weekend until Monday to get passwords reset. Also, I would like to see IT update their browsers to explorer 7 or later. For a department that seems to be on the cutting edge of everything else it seems to be lacking in that area.
The IT service at DAJD has evolved impressively over the past ten or so years. The techs who provide support at Juvenile Detention are knowledgeable about hardware and the internet, are a pleasure to work with and do an extremely fine job. The staff who answer the help line are courteous and helpful, and overall communication is top notch. Areas in need of improvement include: 1. Inadequate training around existing and new softwares. 2. Inadequate troubleshooting assistance around software questions and problems 3. Inadequate support personnel and review processes for ensuring timely updates of proprietary software programs (such as the Juvenile detention's Detention Access program). Thanks for asking!
The KC computers can be extremely frustrating because they are slow and constantly malfunction. I work at several locations however often times the computer will lose my profile if I use another workstation. This means I have to contact the HELP desk often which slows my ability to do my work in a timely manner.
The ORIM IT staff members usually are unaware of computer issues specific to my Department and when it is predictable that my Department's IT staff is going to have to come to my rescue, the main help desk wastes both their and my time and effort. I think it would be more effective to have the option of direct access to my Department's IT staff when the issue is related to the mainframe or hardware. My experience is that the IT problem is usually grossly mischaracterized when the work order is submitted. The solution might be to either read back the problem statement before it is transmitted or allow direct access.
The Pearl system has added tremendously to my work load, (and others report the same) and has frequent periods of not operating correctly. I know everyone seems to be working on the problems, but it seems the success has been minimal Thank you
They are overworked and very slow to respond. Used to obtain help from Dan Floyd, who was fast to respond and upbeat and knew what he was doing. However, I/we have different designated contacts these days.
They are very slow to respond if they ever respond. The computers do not work very well and are slow and break down all the time. Our computer programs are so outdated it makes our job hard and slow.
They do the best they can with limited resources, just like the rest of us.
very professional

## Do you have any comments about King County's IT service and support?

When we need a password reset for Mainframe, on the midnight shift, or on the weekend we call the "help" desk. However, they are unable to help. We have to wait for the dayshift M-F for John Wu to reset it at the jail. This to me seems to be extremely unnecessary and very inconvenient to the masses. It reduces jail productivity and is just rather annoying that we have to wait and call during a shift and time's we do not work. The "help" desk is no help at all, and is just a 3rd party. The "help" desk should be able to help 24/7 everyday of the week. Be is resetting passwords on EVERY application the county uses or basic trouble shooting.
Why can I not access NCIC from my computer? Slomnicki said I was authorized and should be able to, but this is still not the case. Occasionally I have to perform nation-wide background checks on offenders and this program is necessary for that.
<b>Community and Human Services</b>
Always professional and courteous but not great at follow up. If I have a computer problem that cannot be immediately fixed then I may have to call back several times to remind them.
Available and responsive.
could use more printers for our shared use. the bulk printers we have seem to be overworked and outage prone. some of the smaller printers in our area are quite elderly.
Extremely pleased overall with the level of customer service provided by the IT team:) Thank you !
Generally, the IT staff is nice. I am just frustrated with how slow the computers can be, a lot of the equipment is out of date, and there is a lot of recycling of equipment that was that workable to begin with. I know we have a budget crisis, but some of the equipment is old and breaks down often and I am not convinced that calling for repair multiple times versus buying new equipment is cost effective. Additionally, the blackberry cell phone support is not very good. Many people who are not in management, but travel out in the field or have multiple meetings would like to be able to sync their calendars to our computers too. It seems like there could be several options for smart phone and blackberry users can sync their calendars without affecting the network. I understand there is a way to do it with the wireless internet, but IT set it up for me and it did not work. Then I was told they could not help me anymore. It seems like if there is enough of a demand, there could be a way to find a solution that works.
Given very limited resources, they do a great job.
I appreciate the extra time that is taken when I call to teach me shortcuts and other ways to decrease the time that I take to navigate applications.
I can't log in from home and I believe the problem is that I have Microsoft Vista.
I feel the system now has way too much of a cumbersome. When we had our own IT person, things were handled quickly and you only had to contact one person. It is pretty bureaucratic now.
I have never encountered IT staff anywhere CLOSE to the level of professionalism, expertise, courtesy, etc as the IT staff I have the privilege of being helped by here at DCHS! Each one of them is totally super!
I really appreciate your assistance and sometimes training that I need to do my job. Thanks everyone for being kind, respectful and knowledgeable.
I really think our group here is on top of their level of skills, their helpfulness, pleasant, and clear on what is needing to be done. We really like them all because they are also very nice.
I stopped calling the IT help desk as issues arose with my computer/connection/printer issues . . . because I found I would end up sitting on the phone with the IT Tech for long periods of time (ie: 30+ minutes) and not once was the issue resolved as a result of the phone conversation with the IT tech. Very frustrating. I felt like I was wasting everyone's time by sitting on the phone with them. I have gotten better results with co-workers trouble-shooting.
I think the personnel at Chinook Building are great
In the past, we had our own dedicated IT person in our division that handled all of our computer concerns in a timely manner. Now we have to wait to be assigned someone and they aren't always able to figure out the person's technique, so this delays a resolution.
IT is an essential tool of any large organization and access to shared features of its topology will only enhance quality customer services. What has been most changing in recent months is the complete removal of sub-professional groups ADMINISTRATOR access on business unit / stations. I would encourage a "competency test" for front-line professionals wishing to maintain a level of administrator access be created and offered to those staff members desiring to maintain a sensible level trust and security. In a network work group, these staff can be allowed profiles under a completely new profile management directory. The cost saving will be achieved by identifying and isolating competent and incompetent work groups. Understandably, a "competency test" would require users to endorse and enforce IT users rules, regulation and responsibilities.

## Do you have any comments about King County's IT service and support?

It works better if a support person is assigned to a particular group of employees and knows their system(s) and needs. I miss the old way.
Keep up the good work and the survey is a very good idea...
Marlon Brown and Tracy Crawford are fantastic. are they considered IT tech staff members? because I call them directly...or at least speak with them when I call the help desk line. thanks.
Most of them are very helpful, but there are 2 who do not know too much and not very professional.
No.
Not proactive in informing customers of IT changes that could affect their work. For instance, installed new security on laptops without informing users that this had happened or that it could cause connectivity and logon problems. Not consulting customers on their needs and future preferences. Not forward thinking in that IT does not ask customers about their interest in technological advances that might help them.
Not responsive; why do we need administrative approval for simple upgrades to services such as Adobe, Real Player, Quicktime, Google Maps, etc.??
One of my highest priorities regarding IT service is to have IT staff who understand the business requirements of the different lines of business in my department available to respond to my requests in a timely manner.
Our IT staff is extremely responsive to my needs!
Overall I feel the ITS desk is important and helpful. I had an experience today which I felt was inappropriate. An IT person said to me that my program manager could /should not have her request completed because he felt it was not cost effective. I feel it is not his place to question a request to me but rather the person who is doing the request. It put me in an awkward position. If a supervisor approves the request, it should be granted.
Overall the service team is helpful. I did however, prefer when we had a designated person who understood the services we offer and the specifics to what we needed for technology and reports.
overall under use the existing IT resources (user end) - did not maximize all software available to staff. No organized and scheduled training sessions for all staff (should have a set of training topics available with the KC training and staff development). It is important to design and implement work-related target training with timely update tutorial so that work efficiency can be greatly improved.
Requests that fit within normal work hours and normal range of problems are handled smoothly, promptly, and professionally, with appropriate patience and clarity of communication. On the other hand, I have found that it is often more difficult to get timely and courteous help for requests that fall outside routine needs or outside traditional work hours. King County also desperately needs to upgrade its Office software to current versions, as our older versions are increasingly causing problems in document exchanges with outside providers or community contacts. In addition, the CLS system and its derivatives are cumbersome and severely outdated. Thank you for the opportunity to provide this feedback!
Some software applications are becoming outdated. Several times when I have received attachments in Visio, the sender had to "resave" the file as an older version so that I could open it. This can be inefficient and embarrassing for King County.
Thanks for a great job!
The service I receive from IT staff is usually outstanding. What is frustrating is that some county departments have more up to date equipment and software than others.
There is a need for IT professionals/ departments to understand and address needs of the County employees that provide direct service to the public. There needs to be a simple and easier way to order new equipments in a timely manner. I feel the needs of direct service staff not housed downtown Seattle are often overlooked and not serviced properly. There is a great need for IT professionals to come out to the site (outside of downtown) to assist with issues that arise and addressed in a timely manner.
Training for regular King County staff is completely missing. Enormous amount of wastage is occurring because this aspect of staff knowledge and ability to do their jobs is not addressed. To continue to ignore the problem and cut training first results in the same thing that building bigger jails does. You end up with more inmates who can't behave. The place to spend the money is in training and education. Then you will see better performance, efficiencies and more economical behaviors.
Very slow to respond to issues; multiple phone calls to attempt to resolve the same issue with f/u emails saying that the ticket was closed. Finally, when someone was sent to work on the computer, they came unannounced and were here for hours while I was unable to access my terminal; there could have been better times schedule for this had I been asked in advance as to when the best time would be.



## Do you have any comments about King County's IT service and support?

We are a 24 hour operation and only have informed IT support 8-5 pm. We desperately need to have electronic charting - however, when we made a proposal to develop it, ORIM interfered and denied the proposal (yes, Virginia, it is a bureaucracy). This has had a substantive impact on our efficiency, effectiveness, and productivity for a number of years.
We are constantly having problems with our printer and it has taken a long time to try and get it resolved. Sometimes my voicemail does not send messages through in a timely way and they all get piled up and sent much later than when they came in.
We are still on Office 2003. I have to collaborate on more than one office product with others that are on Office 2007 (including other King County departments). I can open 2007 items but editing, saving, and combining 2003 and 2007 products is problematic. Please update our Microsoft Office software to 2007!!!
We have very nice IT staff and they are as helpful as they are allowed. But the County puts certain restrictions on computers that make it more difficult to do our job. For example: My computer was upgraded and my new computer doesn't have the "Print Screen" working. The IT staff said the County no longer allows us to have "Print Screen". "Print Screen" is very important and needed and so it gets very frustrating, and it just doesn't make any sense not to allow it. Also - there is a box that pops up every-so-often asking me if I want to archive. I usually say No - but one day I decided to follow the archive trail to see what my archived files looked like and it wasn't possible to do so. So where are my archived files? I know there are files I can't find and suspect they are archived, but now I can't get to them. I really miss the old system where we could just ask our IT guy for help and he was right there. Now we have to put in a formal e-mail or phone call and wait for someone to respond eventually. However, I very much appreciate our IT staff as we couldn't function without them.
Wes Hikida, Tracy Crawford and Mike Litt have been particularly helpful!
When I called the helpdesk, usually they tell me what to do, but it does not always work. Sometimes, they come, and throw hurtful remarks, as "I told you before," or "It is working..." and make me feel I called for no reason. There are two people on the helpdesk that do that and usually the only ones who answered the line. From now on I will send everything in writing and if they do not respond I will cc their supervisors and my supervisor. I do not want to have a confrontation again with them, unless is business I do not want to call or talk to helpdesk at DCHS.
When ticket is created - provide some update at some point in time about what progress is being made on it... like daily or weekly update? Right now - a ticket is created, then there is absolute silence. We don't know whether we will get the issue resolved in the timeframe requested - or frankly whether it'll ever get resolved. We also don't know which staff is working on the ticket so there is no apparent way to followup.
Would suggest providing users with the ability to make .pdf files from Word or Excel documents.
Wyatt Yee, Dwight Holland and Teri Bednarski have been wonderful!
<b>Development and Environmental Services</b>
Always helpful and I could not do my job without them.
As a supervisor and a group that receives large files in email for plan submittals it would be nice to have higher thresholds for my inbox. My only complaint. You do an excellent job. Especially our helpdesk here at DDES.
Cut back or eliminate some IT functions in this time of financial hardship. We are here to serve the permit applicant, not provide information, charts and graphs. It is nice to have the information but it is not a NECESSITY. Balance the budget by providing the services to the construction industry that pays the way for our division.
I would like them to have more training on what staff does, so when there is a problem you do not have to start at the beginning and also so the priority of the issue would be better understood.
Keep up the good work.
Lap tops were provided to assist and enhance record keeping and appointment scheduling when in the field. Members were encouraged to take the laptop to the field! However, since the laptops have been in service, we still do not have wireless/broadband etc. connection capability, without going to a local library or other site that has wifi. The wifi at local libraries is very slow, takes at least 30 minutes to log in, and make one (10) inspection entry. Not very efficient nor convenient! So I don't use mine in the field. The ability to use the laptop at the work/job site in the field is most imperative to provide good customer service to schedule appointments while onsite and to keep records up to date etc. the use of a broadband card or similar high speed connection available in the field would greatly enhance efficiency, without going to a slow wifi site somewhere. The cost of the monthly broadband card is much less than paying a member the hourly salary sitting waiting for slow wifi to connect and do data entry; not to mention traveling to a wifi site. Field inspection folks should have broadband or other wireless internet connection capability. If we had broadband/wireless cards I would use my laptop in the field everyday at every inspection I make! We have only gotten lip service so far on this issue. This is a very important communication tool and link for field inspection folks and our customers!
Need more e-mail space

## Do you have any comments about King County's IT service and support?

OIRM personnel are at varying levels of knowledge, sense of ownership/responsibility, and courtesy; Most are very competent, responsible, and seldom cranky even under stress. I suggest a 360 degree review process to gather better information.
Old applications that are very slow and not user or customer friendly that should have been replaced years ago - permits plus, trs, and others that are not reliable and are extremely slow when accessed from out side which makes the DDES business model talk even funnier - it would never be tolerated in a real business environment.
Our people are great. THEY ARE SOMETIMES OVERWHELMED BY THE FAILURE OF THE EQUIPMENT, AND THE LOSS OF PRODUCTIVITY WE ARE HELD ACCOUNTABLE FOR.
The right attitude, courtesy, and timeliness is everything! I appreciate that experience, and that type of assistance from some the busiest people in our department. The majority of my experience is always positive. Keep up the great work IT.
Very good job at keep the system up and running and free of viruses and spam. Thanks to member of the it team.
Yes, thank you for understanding the terms 'production' and revenue generating.
Yes. Some of these questions really pertain to the specific person that you speak to. We have some IT people that are very courteous and others are not at all.
<b>Executive Offices</b>
Asking for reviews of "King County's IT service and support" is a bit of a misnomer because that encompasses many aspects of OIRM. There is IT management or the department as a whole, the HelpDesk, the Web Team and individual department-level IT support. My experience with all of these has been quite varied. The Web Team has been excellent. Most individual department-level IT support to really good when they have the support of management to try or deploy innovative ideas. However in my experience, the HelpDesk, though professional and courteous, has either not been available when you need them or has be slow to respond (especially if it's close to the end of the day) and rarely provides a satisfactory response or resolution after hours, even at minutes after 5pm. As a whole, King County's IT service and support seems knowledgeable, but they seem to struggle to understand how initiatives or application deployments conjured by committee in meeting rooms filled with IT folks have real impacts on department or operational business needs and priorities for non-IT county staff. Another related challenge is that even when major and potentially positive efforts are developed within OIRM, there doesn't seem to be any thought given to change management and internal communications with the staff in other departments who will be asked to live with the changes day to day, or with OIRM staff who will need to respond to the department-level questions and feedback. Thus, I "strongly disagree" with the "keeping you informed about upcoming IT changes and projects" question. A little less siloing and more collaboration and communication within the department and across county departments would go a long way towards improving customer satisfaction.
Because individuals do not have copies of some software (e.g. visio, access) it would be nice to have an easy reference on how we could access these tools --- who in our department has them, or if there are some shared computers that we can use them on.
Get all agencies on a common platform (XP or Vista) - There are still some people using Win95!!!! Get all PCs using common application software versions - Why are we maintaining applications written in Access95, Access2002, Access2003, Access2007... Criminy - cut the degree of difficulty, and save some long-term costs with by spending a little short-term money...
Have the Help Desk a one stop shopping. Have incident priority 1-emergency/system down, - 4-inquiries. HD staff should be able to direct/re-assign call/ticket issue in a timely manner.
I generally open a ticket using HEAT system.
I have a thin client machine and I find it really hampers my productivity. At my previous job, I was used to a PC with large dual monitors because I normally open many applications at the same time. Having the same kind of machine as a regular non-technical employee is not really acceptable for an IT person. I also miss a lot of desktop functionality like the list of recent files in the Start menu, the ability to plug in a flash or CD drive (I have to reboot if I want to do this), ability to add desktop shortcuts, not being able to use the keyboard shortcuts for Windows functions (like the Window key+E for Windows Explorer or alt+tab to scroll through open apps/files). All of these are gone with the Citrix client. I don't like it!
I like the staff I deal with a lot and they try to be helpful, but they seem overworked and not well supported themselves.
I think the helpdesk needs better training. I believe that in some cases, if they don't think it is a problem or don't know how to resolve it, they don't feel comfortable escalating. I also have seen that at times, a change happens without employees being notified. To help problem solve, it is good to know a change was made, so you know when to report different behavior.

## Do you have any comments about King County's IT service and support?

<p>I work as an applications developer. I create custom software and web enhancements for sites all around King County. I try very hard to work cooperatively with all support staff in the County as part of a technical team; that is my personal vision and goal. Some support staff are highly responsive and I greatly appreciate working with them. However, there are some individuals in positions of organizational authority that are too often unresponsive and this creates bottlenecks for efficient workflow and throughput. The level of trust is often low between the infrastructure, security, administrative and developer groups. I find that security staff do not understand the full extent of administrative responsibilities I have as a developer. Permissions are often turned off by default that I need in order to effectively create program features. It is often like pulling teeth to get the priorities understood when we are trying to put programs into production. Often our managers have to intervene just to get the simplest tasks accomplished. I frequently find I have responsibility without authority. I'm the first face to my customers; but yet often I cannot fix things or make improvements for them in a timely fashion because I have to go through other organizational entities that are not as responsive as I would be to the customers were I fully in control of the tasks. I must have high-performing equipment in order to do my job well of creating and deploying applications. I feel I am already limping along on underperforming development machines with minimal screen design space. My ability to perform quickly and powerfully is less than 100% because of this. I already supplement my work machines and devices with my own personal laptops and cell phones in order to be fully effective. Now with the budget deficit, we are being told that we will go down to only one working machine, and not have machine upgrades anytime soon. Yikes! The unfortunate choice of only Blackberry at the County done by the previous Exec is shortsighted and leaves those of us using Microsoft products without a convenient way of syncing up our emails and meetings. Irony since we are using Microsoft Exchange for our email services. Please turn the Microsoft Exchange ActiveSync on. In general, enable and use the full Microsoft features and you will find these products work very well if you are using them as intended by the original Microsoft developers and program managers. The IT acceptable use policy recently put in place reflects a huge disconnect of understanding with how IT employees work in a highly connected way and how we live. We need to be connected all the time, and multitask between work and personal info, it makes us more effective and productive and is not a distraction or a crime. We need to get more "with it" if we want to invite young people from the Facebook, MySpace, Twitter, etc. generation to join our IT workforce rather than scaring them off. Development work is already challenging enough and fraught with enough obstacles without our IT organizational policies and practices making it more so. Thank you very much.</p>
<p>I would appreciate a survey of each individual KC-IT central group. Some groups give excellent service and others are poor. There seems to be no management accountability (and therefore employee accountability) for giving poor customer service. The same poor service from the same groups continues year after year. Also, and as an example of above, there seems to be a general philosophy in central KC-IT (OIRM) that they (we) will not give the customer an estimate for when outage will be fixed. I strongly disagree with this philosophy and believe that estimates (no matter how tentative) should always be given. The technical people are in the best position to make this estimate. The alternative is that the customer is forced to make and plan around their own estimate with even less information to go on. "No ETA" just screams unprofessional poor customer service.</p>
<p>If we were a business, I would fire us. From the pinnacle of the CIO all the way down the org chart to the newly-hired temp on the bottom who carried the whole thing on their back (back when we had new hires who weren't managers), there is no agreed-upon and documented identification of who the customer even is, much less a consensus on exactly what would constitute service, on where you would go if you needed to refer to what would constitute good service to the customer, on what the desired outcome of that good service would be, on how to measure that outcome, or on what steps will be taken toward improving that outcome. All too often an IT question leads to a brick wall and nobody bothers showing you the location of the door. In other words, a question is met with "No," or "We don't do that," and the conversation ends at that point without a "...you could try this instead..." or "...let me see if I can help you find someone who can help with that..." In today's IT world, customer service should include rapid and flexible response, and clear ownership and accountability so the customer knows who's on the hook for what. Our organization specializes in throwing obstacles in the way of these things, and we hobble them worse via separate managerial fiefdoms and knowledge despots that silo away hoards of information. Ours is a conservative, risk-averse culture that will study and/or delay an issue to death to the point that by the time they finally decide to adopt a change, that change is already obsolete. We are so afraid of change and failure that we often can't succeed. The only thing that holds us in place is our monopoly on the County's business.</p>
<p>IT should remember that they are precisely that--service and support.</p>
<p>IT staff in different departments do not appear to coordinate AT ALL. This has been problematic for people transferring positions. There does not appear to be any unity or consistency with practices, procedures, and such.</p>
<p>IT staff must OWN an issue, even if it goes to another group for resolution. Customer's should never here "my team does not support that, check with the helpdesk".</p>

## Do you have any comments about King County's IT service and support?

King County does not effectively support employee productivity. It offers the baseline that any corporation would: A desk, a phone, a computer, and network/e-mail services. Beyond that, there are few resources, and no integrated resources, that reduce the amount of time an employee spends in completing tasks, nor much in the way of resources that boost an employee's ability to complete a task effectively. IT, HR, and management shares considerable blame, though the real culprits no doubt are the elected officials who lavish dollars on residents in tax cuts or spendy e-commerce applications or redundant Web sites that don't work (or impressing them with more than they need, to wit the Google Search Engine) while ignoring if not bemoaning the bureaucracy that with a smidgen of creativity could be such a productive workforce. Can't we send a few powerful HR and IT mgrs to biz school to learn about employee productivity? Or just have them read Employee Productivity for Dummies? It's a sad state of affairs when OIRM's only recent attempt at employee productivity is a visionless implementation of a local product, Sharepoint, executed only because it happened to register on the radar of a County Councilmember, and not because it might extend employee productivity. Where's the leadership? Where's the vision? Where's the new executive?
NA
Nic Muresan, Joseph Schwahn and Roger Woll have been truly helpful to all in our group. If any one of them do not know an answer to a question or problem they will work on it until an answer is found and/or the problem is resolved. Fabulous customer service - thank you!
no
None.
OIRM help desk much improved over the year
Over the past year I have been working with the team of Glenn Evens, specifically Dennis Fong and Dennis Matthews in the development and maintenance of the kestrel: bred_carts database and website user interface. Both Dennis Fong and Dennis Matthews picked up on the needs of our office as well as the needs and expectations of the end user. They brought out-of-the-box solutions to our completed system which allowed us to have the desired functionality within our budget. Glenn's team has the technical expertise to develop products, the experience to know how best to service the customer and the customer service mind set which makes keeping our solution in-house a great choice.
Project Manager's should not be issued thin clients. The ability to download, install, and test demos and other software is a critical part of most PM's job description, yet is impossible to do on a thin client. I can envision many job descriptions where thin clients make sense, but PMs aren't on that list.
Quicker and better help desk in responding/resolving to requests.
Requests are too frequently misrouted to wrong group.
Staff a help desk that can answer questions about applications. Our help desk seems to reset passwords and take messages that are passed on to others. Create a position where projects can be tracked by organization within all of IT Central, staff person assigned (skill set required), impact to other groups and projects, timeline, applicability to strategic plan, etc.
Staff needs to be more helpful with applications. I get too many notice about outages I don't care about. It's just spam to me.
The survey questions were difficult to answer because the service from KCIT groups varies widely. Most groups provide timely and good quality service. However, some (specifically the KCIT Desktop Services Group) are not very responsive and often argue about a given problem or situation. This is particularly evident with the supervisor/lead of the group. Individual group members do their best and generally provide good service. P.S. I am trusting that this specific information will be held confidentially, since I have mentioned an individual.
There has been a huge improvement in the past year. Thank you.
Think all should have Microsoft 2007 and be able to print to PDF. Would suggest that someone investigate GovMax a fantastic budgeting tool used by Bellevue. I used it in Florida and it was wonderful...doesn't require additional IT resources, either!
We are rarely given the necessary tools to be successful at our jobs. Small purchase requests take months to fill, if ever, and only after much hassle on our part. We are expected to do much more with less. Change seems to be feared by most. There are staff members with seniority that do very little as they have learned how to work the system; one of the potential downfalls of unions and seniority. While we work with some great people, these kind of things slowly start to weaken morale.
We need to work on getting buy in from all to The One King County IT culture.
When they respond, they do very well. But, there are some things they never respond to at all
Working in a facility outside of the downtown core, it is nearly impossible to get on site IT support. They attempt to do everything over the network and by phone, which results in mediocre service at best. At times, trouble tickets get closed before the problem is addressed.
<b>Executive Services</b>

## Do you have any comments about King County's IT service and support?

Always provides excellent service.
Bob and George are awesome! They hold our office together.
Fox Pro is what Real Estate Services is currently using to maintain and generate ALL Permits. There is NOT even one person that is knowledgeable on this program. But in their defense this program is 20 years outdate along with our dot matrix printer. All this should have been upgraded an entire decade ago. It's ridiculous to be working with typewriters to edit these permits. And NOT have a true billing system that retains monthly billing. I can't begin to tell you how frustrated I am with the entire process.
Generally quite good, with occasional issues or lapses for a variety of reasons. Overall availability and quality of software/service/processing speed at a very good level.
I appreciate them.
I do not feel confident that our IT Support Staff really knows what he's doing. He doesn't respond to emails, meeting requests and voicemails. He finds a way to work around issues rather than just fix them. The supervisor complains about our business needs, even though we are one of his customers. The IT support staff & supervisor are not very approachable to discuss issues in person without getting the run-around and/or complaining.
I don't generally work with a work group, but a particular person when I have issues. I get excellent IT support from them. When they are not available, I contact the group and get above average support, but they are less aware of the specific issues.
i find it sad that all of the county is not upgraded the same, very often i get files from other departments, that i can't open. The county should work to make sure all departments have the latest technology to work with. And the telephones we have in our department are the same ones we had when i started here almost 17 years ago. That is really sad.
I find most of the people taking calls on the Help Desk do not have a good grasp of customer service. If the person answering the phone does not have an answer, I wish to be immediately transferred to someone with more expertise not stalled with "I will turn in a ticket and have someone get back to you." They need to be informed of all maintenance activities, scheduled or unscheduled, that may be causing network slowdowns. The Intranet Financial Reports frequently runs very slow in the late afternoon due to large jobs processing. There are those of us who use this tool into early evening when preparing month end, quarterly and annual reports. Please work to reschedule those large jobs until after 9:00 PM or get more computing horsepower. I would like to see desktop program subject matter experts available to help troubleshoot problems in Word, Excel, Powerpoint, Access, etc.
I get the most help from IT people who actually understand the specific business needs of this work area. Many times a problem is fixed and an explanation of what was wrong isn't given. It may be helpful for IT people to offer a short explanation. That was if the user is doing something that causes an issue perhaps they could avoid the next time. Lastly, the IT folks are always busy and at times I think slower response is the result of limited staff resources.
I have always received excellent customer service and help to fix my problems and communicate what has happened and why. Working in payroll we depend very heavily on our equipment to work at all times. So that we can provide good customer service and support and IT is one of the sources that keeps us being able to do that
I like it by department versus a general IT department.
I like my IT person but I personally think we need new computers because the ones we have are all out-dated and keeps on crashing.
I love them! They are SO helpful!
I may not have an overall great experience with IT but I do have a great respect for Charla Williams and all her help and knowledge. She is the bright spot for me in IT.
I need the services of Production Control Support quite often. The two individuals I work with in OIRM are always very helpful and quick to respond. I also work directly with an OIRM Developer that keeps me informed when I'm not included in OIRM communications. The Functional Analysts supporting the County IT Developers need to also be included in many OIRM communications. That workflow doesn't happen as well as it should at the County.
I think in general, OIRM is doing a very good job supporting the county's IT needs.
I think IT does a very good job. The web page and internal web is very good also. Search engine within King County page is o.k. Blackberries? I find it VERY hard to believe that ANYONE working for King County needs a blackberry. That includes those in elected positions.

## Do you have any comments about King County's IT service and support?

I think it would be beneficial if the IT department maintained a database with information staff asks for when we call for assistance. For example, if I call and identify which building or my computer name, staff could pull up the database and know whether I have a T1 line or DSL and who the provider is. Perhaps different IT staff could oversee different areas so that if I call and say I am in vehicle licensing or an outlying office, the IT person would have some idea of what I do and how I'm interconnected with the county network. When I call the help desk it is like we speak different languages. I have to ask how to find whatever it is the staff person wants to know. I realize there isn't a lot of money for new equipment but I work in an office with a laptop which isn't a problem except that the screen is too small for the application I need to run. I work in a second where the line speed is much too slow for the work I need to do.
I think it would be great to offer educational courses on how to work with our email and maybe some other applications (word, excel, etc.).
I would like to say a special thank you to Sonya Baran and Jeffrey Vasquez. Very helpful and knowledgable. C. Steele
I would like to see more training done in order that employees better utilize the computer applications that are available.
I would use the phones more if there was some indication that voicemail was waiting. I have missed voicemail for 3-10 days simply because I did not know it was available.
I'd like to give kudos to Jeffrey Vasquez and Sonya Baran for the quality work they do for FMD. Their professionalism, timeliness, and friendliness make working with them a delight.
In connection with remote access services. I have been using Firefox as my browser from home due to continuing problems with IE7/8. The latest update to Firefox and the F5 pluggin deny me access. I contacted the Lan Support and was told that County IT does not support Firefox and therefore could not solve my remote access problem. Issue is that they have helped before when I had a similar issue; I've used Firefox for 2.5 years. Granted, I would use IE if I could get it to work right. My impression is that Firefox is a widely used browser and should be supported. As of right now, I cannot access my desktop to perform payroll related work - with the looming flu season approaching, and many contracts to implement, I would like to see Firefox supported for remote accessing.
In my almost 20 years here in King County, the IT service has definitely improved. The <a href="http://help">http://help</a> way to get assistance is very responsive -- works well!!
IT staff could provide more support in terms of addressing and assisting in implementing tools to address new business practices within departments and divisions. IT could be more timely in their response to requests. I realize there are other priorities and time constraints that limit an immediate response, however, better communication to the departments/divisions as to why they cannot respond within 24 hours of the request would be appropriate.
It was very confusing when I first started knowing who to go to for IT support unless I asked someone else in my department who to contact.
It would be nice if IT people spoke non-technical English when communicating with non-technical employees, especially when they want us to do something. I would appreciate a sense of customer support rather than getting the sense that everyone else's problem is more important than my issue. I would appreciate that one does what they say they will. I would appreciate more accountability in performance of jobs. I would appreciate training (classroom and written documentation) in programs that are required for me to do my job ... at the bare minimum, laying out the framework of how King County is set up to utilize particular software. I would appreciate, especially with ABT, that those people making decisions that will impact my daily life at King County would understand the basics of what I need to do my job. Nobody has asked me anything. I can guarantee you that my supervisor/manager does not know the details of what makes my job work ... so how can you?
Jeffrey and Sonya are wonderful! Very helpful and responsive.
Keep going!!
Keep up the good work
Most of the folks who answer the help desk are usually very nice. Every now and again I will get this one person who talks down to the customer. The IT folks have to realize there are people using computers who have very limited knowledge and those who have a lot of knowledge. When you approach a client maybe ask what their skill level is. This one person makes you feel inept if you don't "get" what is being told to you right away. We know you know practically everything there is to know about computers. But don't become impatient w/the customer if he/she is having a hard time catching on. Not all of us are "computer people"...

## Do you have any comments about King County's IT service and support?

My experience to involve IT to install my video phone services was a serious challenge. The video phone service is a special needs equipment for the deaf/hard of hearing which they communicate via video phone (not to be confused with "web cam"). It appeared that no one had any kind of exposure to set up and I felt as though it was a bottom priority to get this working correctly. I gave as much material information as I could, with manuals etc. When I started contacting the powers that be, services became fruitful. Nonetheless, six months later I got successfully hooked up. I realize this is a one time incident, perhaps this is a learning experience that can be shared with the IT folks just in case another deaf/hard of hearing person request a video phone service.
NO
No
No.
None
none
Our computers are getting very old throughout our group. We need new equipment and updated software. The extra layers of OIRM-as-watchdog (eg the new warning that pops up every time we log in) are not productive and take more of your time than the benefit received. Please replace our old laptops and desktops!!
Our relationship with our ADSS Manager is superb and many of my responses reflect that. Production Control is extremely responsive and helpful.
Overall I am very pleased with the KC Web Team and the Messaging group. Both groups have been extremely helpful in helping our group further our online communications goals.
Overall it is good and I am satisfied with the service I am getting. Thanks.
Overall, I have been very satisfied with the service and support. My biggest issue relates to connectivity (SSL/VPN) from home and/or laptop which is extremely important in order for me to be available 24/7 if necessary. This application has never worked correctly for me despite various members of the help desk and my own department/technical staff assisting me with my laptop and giving me instructions on how to get the access to work from home. This has been extremely frustrating and embarrassing when I have need to assist with critical operations. I have also had information given me by the LAN administrators of our group that was incorrect or not responded to in a timely manner. Otherwise, I am extremely pleased and satisfied with the IT service and support and my job depends on it!
Phone system does not let me know I have a voicemail message until I pick up the receiver, no indicator light.
really good people--knowledgeable and helpful
Some IT staff I work with are very professional, responsive and courteous. Unfortunately, they don't happen to be the people who are primarily responsible for customer service with my system and applications. When I need a new program or have an equipment issue, I feel I often have to fight to justify my need, wait incredibly long for response times, and remind the staff about outstanding issues until they get resolved.
some of the people can be very arrogant - not everyone is as educated about computer issues as they are - they act like their time is more important than mine or my customers time - everything and I mean everything has to be done on their schedule - and it can be very frustrating
Staff are very helpful (and don't make me feel like an idiot!)
Systems runs slow. Don't always get emails from outside business sources.
Thank you for your support. Please dont push the thin clients on us~~~~~
The "Help Desk" does not help. When I call them, they transfer me to our two-day-a week IT service provider. Soooo, why have a help desk that does not help???
The 92MB limit on mailboxes is crippling to anyone whose work depends upon exchanging information that may come from any department. Network connections are way too vulnerable to volume loads, and slow/fast connections are not allocated based on work-related need so far as I can tell. The uptime of network/computer resources is commendable though. It's a pretty robust system overall.
The computer equipment is not the best in our work group - replacements are hardly ever possible. As a high level user - I do have problems at times accessing my files. Our section does not have any excess computers, and do not have any NEW computers. Our equipment is marginal at best. The service we get from the IT staff is good, but previously support was not there, nor was it forthcoming.
The computers and programs could be better but then again we are a public agency so i understand \$ is tight.
The equipment is out of date, very slow, prone to freezing up. It takes forever to boot up in the morning.
The IBIS DBAs are above excellence - - supercalifragilisticexpialidocious is a better descriptive.
The intranet search engine is the WORST! The internet search engine was finally fixed, but to try to search the intranet is futile. The Telecom billing for Blackberries is really unorganized and changes are not communicated well, if at all, to end users/customers.

## Do you have any comments about King County's IT service and support?

The IT Re-Org is too focused on consolidating power and control of resources at the OIRM level. The program has failed to leverage the value of "Department X" IT staff to achieve overall success with KC business owners. The current Re-Org model casts IT workers in the role of consultants, rather than as key players and stakeholders in the business processes they service. OIRM should work to understand the value of Department X-ers and find ways to empower and develop them within their existing departments. It is impossible for IT staff to deliver reliable, durable, and timely business solutions without direct, embedded involvement in lines of business.
The new voicemail program ("new" in the past few years, that is) is SIGNIFICANTLY less user-friendly than the old one...the numerical commands are inadequately described, are internally inconsistent, and are very hard to remember. Case in point: after listening to a message the system offers three alternatives...none of which is "reply"!
The Outlook system goes down far too often. It is very frustrating to be trying to do something that requires Outlook or the Internet and have the system freeze up.
The process for getting help is not clearly stated online. I believe this would help everyone. Most of us don't have many problems (good job) but when we do, it is not always the most practical time to determine the proper protocol for requesting assistance. 'Don't call, email' for example is not very helpful. There are certain people you can depend on for help and of course there are a couple who don't seem to have the time to help. Overall your service is great. Thank you Their help is appreciated.
There seemed to be a communication problem when I requested service through the Help Desk. I made a formal request because IT assistance in my own department was away, but my request was routed to the person who was out, so I did not get assistance in a timely manner. There was further confusion when I checked the status of my request online because it said my request was closed when I had not yet received assistance. I was told this is a glitch in the system. I was eventually assisted, but it wasn't until the next day and after I contacted the Help Desk a second time to find out why my request was listed as closed.
They always respond back in a timely manner saying when they will come over to fix our concern/issue. Very professional and thorough and they always call back to make sure that everything is working to our satisfaction and they ask if they can be of further help. Very reliable.
They try but it is difficult when servers are overloaded. Our Dell computers are 5 years old and struggle to keep up with all the information that is placed on them. I tried to telecommute on a 7 year old Dell laptop but unfortunately, my home network was too advanced for the little Dell that could not keep up unless I was plugged into the server. Unfortunately, King County has not found a way to bridge MAC's and their software with the KC servers. With all the county employees who own MACBooks at home, it would save money for many of us to telecommute. Thank you for your time.
Too difficult for staff to get a replacement PC when the unit is non-responsive to business requirements. Staff work is entirely dependant upon computers. Failure rates should be clearly enunciated to budget staff and line staff, so that failures can be clearly recognized and machines are replaced in a timely fashion.
Training for software would be very helpful, especially when moving from Office 2003 to 2007.
We received a data set from OIRM that contained data about people who took an online training class. Each person who took the training filled out a brief questionnaire online as the final step in the training. The data we received was of very poor quality. Had anybody asked, we'd have said to collect the following data as required fields: employee id, name, division, department and date the training was completed. We'd have asked that the division and department be selected from a drop-down list rather than relying on the student to just key it in. Maybe even the employee id could be from a drop down or a prompt table. In any event, we had to go through a huge manual process to QC the data and get the correct name, department and division of the employees. In short, any time you are collecting data, be sure to talk with the customer who will be using the data.
When our IT staff are challenged with IT issues, I've been referred to Dan Johnson, at IT Central for numerous IT related issues (i.e., blackberry, calendar reminders, the ability to send emails either on behalf of my director or "as her"). Dan is very wise and competent in these areas and I appreciate his can do, customer service demeanor.
When you provide old computers for staff and then expect the machine to run new operating systems and applications they can't handle, they run very slowly. Might be better to add RAM and use older apps and OS, not to mention possibly a lot cheaper than paying for licenses.
Why are we running such old software??? It seems as though our Microsoft products are badly outdated. I keep getting .docx Word docs from outside sources and cannot open them. We've got to get around to upgrading. Is 2003 Outlook really the newest version? Also, the Cisco VPN seems to be pretty hit-or-miss. The Firepass system that was introduced seems to be a serious compromise in functionality to Cisco VPN and should not be adopted until it provides precisely the same level of functionality as the Cisco VPN (assuming it works).



## Do you have any comments about King County's IT service and support?

<p>You should clarify who you mean by "IT service and support." Does this include Lan Administrators in our office as well as helpdesk and web staff?</p>
<p><b>Natural Resources and Parks</b></p> <p>1. I HATE the fact that KC will not allow me to synch my Blackberry to outlook at work. I very rarely text and never access the internet over my phone, but I ALWAYS enter my meetings into it. Tediously. By hand. Including all the reschedulings, changed meeting rooms, etc. IT used to let me synch my Palm pilot to Outlook. 2. Most of my requests for software, even cheap software, have been turned down, even when a new program or an upgrade would save hundreds of hours of my time per year if I could use it. On those rare occasions when a request for a software upgrade has been approved--e.g., from a early version of ACDSee that is years old, to the latest version, I have had to wait up to 18 months for the upgrade. 3. There is a joke in my work unit that our supervisor that in case of a swine or bird flu pandemic, our supervisor would rather see us die and rot into putrescent corpses inside our cubicles than allow us to ever work from home. Telecommuting is thus not an option for me, but I do a lot of writing at work and I know I would be more productive in a quieter atmosphere at home or at an approved offsite work location such as a branch of the Seattle Public Library. Nonetheless, due to the lack of administrative and technical support, telecommuting is not an option for me. I have worked for King County for over 20 years. I know these things will never change, but I still think they are wrong.</p>
<p>1.) I particularly like having the IT group assigned to WTD in KSC, they are friendly and helpful. I would hate for there to be any reorganization that removes them from direct availability. 2.) It is frustrating to have older versions of software when consultants and other users have the most recent. This is true for the operating systems too.</p>
<p>A substantial fraction of the work we do is done collaborately with folks from other jurisdictions, agencies, and private entities. I find that we are routinely behind the curve in implementing software upgrades, such as word and excell. This is a problem when sharing documents, especially big ones, because formatting is lost and misunderstandings can occur. I would strongly encourage IT to strive to be in the middle of the curve when adopting new versions of software (like windows and office) instead of so far behind the curve like we seem to have been for so long.</p>
<p>Access to professional software (such as GIS) is often a challenge, but our IT staff is very responsive to our needs within their abilities (and available resources). It does seem that there have been more outages and maintenance issues lately, though.</p>
<p>All my answers apply to the IT professionals on the 5th floor of the KSC. All of these staff are exceptional. I cannot say that I have had such positive experiences on other floors with surly, too-busy IT staff. I would like to have easier access to programs and equipment that allow me to perform my job. For example, I have an ancient telephone, but the prevailing attitude seems to be that you only get a replacement if you can demonstrate a hardship or the telephone is broken. I do not even have a "hold" button, and the telephone is so old that there is no manual to learn how to pre-set telephone numbers. Also, it seems to take an act of Congress to obtain some programs, such as Adobe read/write. I need this program in order to fill out many forms on-line or to cut-and-paste or revise documents. Yet you would think, again, that the sky is falling when one requests this. Can't we negotiate better prices on these items so that it is not so traumatic when individuals request it? Thank you for the opportunity to comment. Terry L. Smith, 206-263-6453</p>
<p>Anything short of the highest score for land line and voice mail has to do not with the connection or the equipment, but limitations in operating systems. e.g., on the land line, if I accidentally punch in the wrong long distance access code, I'm not offered a chance to try again; I have to hang up and start over, dialing the outgoing number again. Voice mail's annoyance is that even though I know which keys to hit for operations (e.g. play message, delete), if I don't wait for the instructions to complete before hitting a key, I have to hit it twice - the second time to confirm. I'd prefer a system that accepts keys immediately. It would also be beneficial to be able to save voice messages to .wav or .mp3 files to be able to save them as permanent records on a hard drive, or attach to e-mail. Less than perfect scores for anything having to do with applications, including e-mail, have to do with bugs and limitations of those applications, and has nothing to do with the level of support I get from DNRP support staff, which is excellent. Less than perfect scoring for anything network related is because there are frequently network slowdowns or even brief disconnects. This seems to occur most often, or perhaps is just most obvious with e-mail, where I frequently get a notification icon that a connection cannot be (or is not currently made) with the server; so I don't know if the e-mail connection problem is actually the network connection itself, or that the Exchange server is not responding. One choice that's missing under the category of 'who do you ask for IT support' is self-help. When suitable (i.e., generally anything having to do with applications, not hardware), I frequently try to figure out the problem on my own first, which often involves an Internet search. On a final note, I want to say that DNRP IT staff frequently go out of their way to be responsive, and I really appreciate it.</p>
<p>Application support should continue to be focussed on specific department application areas, rather than being spread too thin on many areas of support across the county or agency.</p>

## Do you have any comments about King County's IT service and support?

as regarding equipment and programs, very slow, not up to date. Regarding staff...several are EXTREMELY helpful...other not at all and in fact, quite arrogant. Can't paint them all with the same brush but then again, only one can color your impressions.
Awesome.
Cecilia Carlos is very good in providing quality IT services to MAC users.
Cecilia Carlos provides excellent support. She is always very helpful and knowledgeable in addressing Mac issues. I appreciate the level of support I receive.
computer is busy updating or processing things for up to 1/2 hour per day on average, making it nearly unusable. IT staff haven't had any solutions for years.
Concern about power outages; all phones go out at the lab, and not all of us have cell phones. Not able to call out. Probably due to the county connected phone system. Would like 411 (information) and paging.
Currently I'm very pleased with our IT service and support, however it has been brought to my attention that our in-house service may be coming to an end. I work for WTD and our service is excellent, they understand our job specific needs as well as the computer maintenance needs. It is my fear that once IT centralizes (if, in fact, that is what is proposed) our level of support will be substantially reduced, or, at a minimum be overall whitewashed with little knowledge of our needs. WTD is very specialized and does not fit into a one size fits all box.
Definitely need a better connection to my home computer to allow me to sort and file emails. My computer at KSC is very slow. I understand that it is the web connections that are at fault.
Denise Pollitt is the greatest!
Department IT staff are excellent - very responsive and professional. I generally try to work with them if at all possible because central IT seems to cause more problems than it solves (e.g. delays, escalation, finger-pointing...).
Division IT support is good, but Central IT services are lacking. Central IT is not very responsive and very frustrating to the Division IT staff.
Do not let IT centralization reduce the level of service currently supplied by department and division IT staff.
Does the thin-client actually save the County? What about for someone with web design in their job scope? I do not see how I am working more efficiently with this equipment. It also makes me completely dependent upon my IT staff and even IT staff from the next department over if local IT staff is unavailable.
Don't spend so much time and money using spy ware on us employees.
Doug Neal, John Buffo and the rest of WTD IT personnel do a fantastic job. Doug has never had a problem which he could not address quickly and professionally. Their fast courteous service adds to the productivity of the division. You need to clone him.
E-mail is very slow, especially in the mornings. Server connections disconnect more often than normal.
Eugene Gruber is an exemplary employee and is always responsive and knowledgeable.
Excellent service and support. I have a Mac at home which makes accessing files challenging. E-mail is fine.
Extremely satisfied with WLR IT staff. Always helpful and nearly always available to answer questions or deal with issues.
forget server based computing and forget centralized support it does not work.
Frustration that KC does not keep software and computers current. I share data with consultants, and they have to save their data in my format so I can use it.
Generally I find I get attentive support from IT staff. It's when I make a special request for software or upgrades that I get the run-around. Even when my supervisor agrees to pay for extra equipment to make my job faster, I have been told by IT staff that only certain employees in certain departments get to have that sort of equipment. It's frustrating.
Having IT staff here in the (WTD) division is extremely important because they understand the specialized work we do and how important the computer is to our productivity.
Having worked in a small private consulting firm, where we did not have an IT specialist in house, I really appreciate having experts right down the hall.
Help Desk is more trouble than it's worth.
Hopefully those of us who work for MLKing County are adults and professionals and we will be a much more productive agency if we're treated as such, rather than as, say, children or criminals. Our IT staff or certain IT employees, there have always been some on the roster who do this, often come across as brusque (flying through answers to questions and/or leaving out crucial steps, which only leads to the repetition of questions and frustration all around) condescending or accusatory. While our IT resources are not to be taken lightly, these approaches and attitudes are counterproductive.
I always receive great service from Phil Bonner.

## Do you have any comments about King County's IT service and support?

I am concerned about the capacity of the King County network system. I have problems with my PC being extremely slow at times. My Division's IT staff tell me the problem is limited network capacity for accessing files I keep on my network drive and for accessing network reliant applications. They say the McAfee upload process is also a complicating factor.
I am concerned that the IT group funded by WTD will not be able to timely address IT issues that I need fixed to complete my work because they will be assigned to work on IT issues outside the division due to the reorganization.
I am extremely pleased with the service, advise, and assistance we receive from the IT folks at DDES. They are patient, professional, and very helpful -- they know their stuff. Glad they're here to help us!
I am not sure who you wanted me to think about in this survey. I never use IT support, EXCEPT for our the PT staffer who is designated for our small group of about 20 people. So when I am rating IT people, it is that staffer I refer to. As far as the larger King County IT, I don't know anything about them, what they do, or how their service is. I only know them from occasional e-mails about servers being down.
I am requesting that email requests to IT be responded to within two weeks to confirm the request has been received and explain disposition of request. Many never receive response or are extremely delayed. IT can assist us if the define authorization levels required for various equipment/ software acquisitions. I provide a request authorization form when requests are beyond individuals authorization. Enhance ability to provide work at home equipment for professional staff in case of emergency response and concern for flu quarantine requirements.
I am required to call in from stations before entering and yet KC will not provide me with a cell phone and expects me to use my own. . . .and no the stations do not have phones in them
I am very happy with the helps and supports that I always got from IT services
I am very pleased with the IT staff and management in our department. The only equipment comment is that my phone is serviceable, but not great. However, I'd rather have a phone that works well enough and a computer that works very well, so I feel our IT priorities are straight.
I come from an IT background myself. I don't have much confidence in our network folks or their ability to handle print servers, handle profiles, file restores, etc. Our immediate IT support is pretty good, but there have been "a lot" of problems and DOWNTIME with 2X and Citrix. I am thankfully not on thin client yet, but I have heard of many issues with it.
I feel the support I have personally received has improved tremendously over the last few years.
I find the majority of the IT staff to be very friendly and helpful. My only complaint would be regarding Richard Meeks. Though he is often friendly in regular interactions throughout the day, he can be condescending and rude in direct interactions regarding computer support issues. I have heard this same complaint from a number of people in our division.
I get tired of having to come up with a new password every three months. I do not see the need to change this unless someone has hacked into my e-mail.
I had to call the Help Desk a few weeks ago and was extremely frustrated by the various "punch 1 for X; punch 2 for x; punch 3 for x"; on so forth. It took me so long to listen to all those various commands, I was not happy and then the final insult was it routed me directly to my local IT person. Had the person been in the office, I would have walked down the hall. What happened to the Help Desk staff that actually answered a phone call?
I have always gotten great response and service from my local IT group. They are always willing to dig up answers quickly if they do not happen to have the solution readily available. The only time I do not get good response is when I have to go through the Central IT group and even then the problem gets routed back to my local IT group where I wanted to go in the first place. All of my mostly satisfies or greatly satisfied responses were aimed at my local group. If you had asked the questions so they could be answered for both the local group and the Central IT group the answers would have been very different for the two.
I have been disappointed by how often I can't get my work done because computers are unavailable because of server maintenance that kicks in right at 5 pm. This has occurred several times without any notice (apparently others in my group received an email notification but not everyone). GIS almost always slows almost to a halt in the late afternoon and evening. The field season is too busy to expect everyone to go home at 4:30. It's very frustrating to not be able to work efficiently when I have the opportunity to be in the office. Recently we all got kicked off the computer and had to remap all of our drives because the hard drive on the server was suddenly full. This happened at 5 pm with no warning. Not only could we not do our work that evening, the next morning nobody could access the hard drive. We were told we would get an email with directions on which server to map our drives to, but there was no email in the morning. People in my group work late and start early, again because of the tight field season. I wasted several hours on not being able to work when I got to work in the morning, and then I spent a lot of time over the next few weeks helping people in my group remap their drives (because they weren't in the office during regular hours) and remap many layers in GIS. This whole problem could have been foreseen and prevented by simply letting everyone know the server is getting full and

## Do you have any comments about King County's IT service and support?

<p>asking people to delete unnecessary files. I've worked for several large organizations and government agencies, and I've never had my work interrupted so frequently for routine IT maintenance -- maintenance was done in the middle of the night and IT support planned ahead and foresaw oncoming problems before they were a crisis. I've been very happy with the professionalism and courtesy of all the people I've received help from in IT -- it seems this is a higher-up problem with planning and procedures.</p>
<p>I have indicated alot of negatives, but I just wish to explain that it is not the group in general but certain individuals I have had issues with in the past. For the most part Jim Frohoff and others have done a fairly good job. My problems are with Sue Dalaat and Richard Schupe specifically!</p>
<p>I have never had much luck getting any service out of central IT, but my local IT team provides stellar service.</p>
<p>I have only used the services of the IT staff in the Wastewater Treatment Division at King Street Center and have been very pleased with their support.</p>
<p>I have rarely had problems with the limited contact I have with OIRM. I appreciate it when we are informed about system-wide problems so we Our Department level IT staff are excellent. Some of our Division level IT staff are responsive, helpful and professional but some are not customer service oriented and seem more determined in assigning blame back on the users for the IT problems they encounter rather than using their time to solve the user's problems. Communication about IT-related problems, either system-wide or within the Solid Waste Division is almost non-existent, leading to user confusion and frustration about downtime. IT's lack of communication also results in duplicative user notification to IT staff of problems/error messages and speculation whether IT is even aware of these situations and if attempts are being made to remedy the emergent problems or not. Our IT staff is not a resource in explaining the software applications we use and they support.</p>
<p>I like being able to receive personal attention right when I need it and not having to wait on a ticket to receive an answer or service.</p>
<p>I like how the PeopleSoft system can automatically reset your password via e-mail response right away compared to getting your password reset for IBIS and Business Objects. It would be beneficial if all systems that require a login could be setup with this automation and would most likely alleviate password reset calls to the Helpdesk.</p>
<p>I provided extensive comments in the last survey a few weeks ago (the one where the incorrect link was provided to take the survey). I hope those comments were not lost because I put a lot of thought and time into providing accurate information so the IT system of support could be improved.</p>
<p>I rated the WRL IT staff low because of Sue Delaat. The rest of Sue's staff is fine, especially Lunarre. But although Sue seems knowledgeable about computers, she is extremely difficult to work with. I rarely ask for help because she takes up too much of my time blathering about nothing. And when I do make a rare request, she is either slow or completely negligent in following up. (I will practically wait until my computer is smoking and emitting screams before I will call Sue). Plus, Sue has way too much power in the division and she uses it to be a gate keeper. She regularly sits on upgrades and new equipment until those items have become obsolete. If she could delegate more to her decent employees, then maybe we could get better service. I have worked other places where the IT staff people are much more professional and less controlling than Sue. I believe she is a detriment to the division.</p>
<p>I receive good support from IT downtown, but not as good within my office. I think that the in-house staff needs support.</p>
<p>I recently had an issue with email and I was bounced around from the LAN group to the Central group and finally to the Messaging Dept. Each step along the way, the person I spoke with knew that the next group would not be able to assist me yet they made me go through 3 or 4 steps and bounced between the groups until I was finally led to the correct person that had the ability to correct the problem. I finally got to the correct person only because I was persistent and insisted to talk the person that could actually deal with the email issue. What a frustrating experience, waste of time and loss of productivity. Each person that I spoke with individually was very professional and was following protocol but each of them also knew that this protocol was ridiculous. When I asked them why they referred me to the next group, they all stated that this was thier protocol. It was apparent to me that they were embarrassed but had to follow this procedure - what a shame. These are good people being forced to follow unproductive protocols. EMPOWER your IT staff - they are smart and capable but you are forcing them to act like idiots.</p>

## Do you have any comments about King County's IT service and support?

I think a lot of progress has been made in the personal knowledge of individual users. It seems a little silly to me that some properties/functions are off limits for us (ie. adjust the time). There are probably a lot of resources underutilized by IT. It also seems that at times IT is unaware that prices of computers and peripherals are a lot lower than they once were. Sometimes replacing an item is a lot cheaper than trying to fix it.
I think a newer version of Outlook, or in general a newer version of Microsoft Office, would make communication faster, easier, and more efficient. For example, I know that the newest version (not sure if any previous version newer than ours) has the capability to group threaded emails together (like gmail does). That would be very helpful. Other than that, I like the IT staff a lot =)
I think all IT staff should have remained in the Division's rather than be put under IT as central support.
I think our WTD IT support staff are great. Always willing to help me immediately.
I think the IT group we have are wonderful!! Even my simple questions are answered without making me feel dumb. They are very responsive and really understand what needs to be done. We are really fortunate to have the support of John Buffo and his staff.
I think the IT services are great. I have no complaints at all.
I use several standard software programs including some developed and maintained by the federal government (U.S. Army Corps of Engineers) for specialized engineering work. I have been occasionally frustrated by my lack of authorization to make updates when these standard software programs are revised. While I understand and appreciate the need to keep the county's network secure and protected from attacks and from inadvertent damages, I also see that this security sometimes involves a cost of reduced productivity. I believe that employees can be trained and trusted to use computer resources responsibly without so many security safeguards.
I very much appreciate having our IT group just down the hall and pretty much available whenever I need them. They are very helpful and most of the time provide very timely quality service.
I want to applaud our IT group here in DNRP/WLRD/SWS. They are always there for me and can almost always find a way to solve my issues or concerns. There is no way I can provide competent, efficient and timely support to my group of engineers without the support and backup of our IT group, especially Mr Frohoff. Most of the issues I hear from my peers around me, in my opinion, have to do with not fully understanding the relationships between hardware, software, budgets and IT functions within KC. Thank you for the opportunity to comment on this very important topic and issue.
I was just reminded that there are a lot of programs and applications available to County staff that I am not aware of. IT seems very protective of the program licenses, and does not actively promote use of programs. Someone else is deciding what my job and program needs are. It would be useful if IT could provide a catalog (and orientaitons) of available programs and their functions. Training or tutorials of the programs should be available on a continuous basis. Individuals should be able to take advantage of any available program and training (on their own time if not directly work related) as a matter of employee equity to avoid favoritism in access to and training of programs. IT staff have been knowledgeable, courteous, professional, and very helpful.
I wish individuals in other groups conducted themselves across the board with as high a degree of professionalism, cooperation and can-do attitude, working under such high pressure for constant production! Many professional staff act put off or slightly irritated if you go directly to them with a question. IT folks here NEVER act put off, and they probably have a lot more reason to! You rule!
I work in purchasing and the IT service is crucial for my job, these people always take care of our IT problems quickly and efficiently. Thanks to them!
I work in WTD where the IT manager, people and service are great. The IT reorganization just does not make sense in this context. IT will institute reduced service through a "help desk" and put IT management and decisions at a level abstracted away from user needs. I hope someone other than OIRM monitors the realized cost/benefit over time of this reorganization and holds its architects accountable.
I work with the Capacity Charge Program in WTD which has specialized computer programs and problems in addition to heavy phone, fax, copying use. (We print 15,000 invoices per month.) The IT staff who support us, are very familiar with the programs, systems and processes we use and because of this familiarity, are able to assist us quickly and efficiently. This is essential in this Program, since we have 80k active accounts, and as many customers in need of assistance. Staff equipment has to be in service and responsive constantly, including weekends, and it is necessary for IT staff to have expert knowledge of our needs and provide not only immediate assistance, but also professional and fast communication. In John Buffo's group, we get all of this at the highest level.
I would like to address the issue of passwords...the length of time between changing passwords is too short; the formula for creating a password too complicated, and the ability to reuse a password too limited.

## Do you have any comments about King County's IT service and support?

I would like to say thank you for their help when time in need their always there to act quickly in a professional level
I would really like to see VPN work with a Mac. I don't understand why it cannot at this time, and since many folks have MACs at home, it would behoove the county to fix this issue.
If anything, I wish I had more contact with the IT staff. I work in a remote office and do not have the same contact with IT staff as many other King County employees.
I'm very happy with the level of IT service and the computer equipment and programs necessary to do my job.
In order to effectively respond to the needs of the public and administer my work in an efficient manner, I rely on IT service to be at its best so I can be at mine. I appreciate the up to date equipment, maintenance of equipment and responsiveness by the professional IT staff. The staff in my division have proven themselves to be consistent, dependable and knowledgeable.
it gets the job done. The budget limitations have a direct effect on their ability to increase efficiency and do the best possible job.
It is extremely beneficial to have IT people on our floor who know our business and can respond immediately when we have problems. I depend very much on my computer to do my work and when applications are not performing properly or my computer is acting unusual it is very helpful to have someone readily available to fix the problem. It reduces down-time and therefore makes me more productive. Their advice is invaluable when it comes to figuring out a new application - which one to purchase and how to operate it. I am not that computer savvy and so they are a lifesaver to me. I also work from home occasionally and even from there I can usually get someone on very short notice to help me troubleshoot a problem. Their expertise and efficiency helps me do my job better which in turn saves rate payers money.
It is very helpful to be able to seek out IT staff within my division - having direct access to people who understand my division's business and applications we use that are specific to our division, and respond in a very timely manner is critical to being able to carry out my work in an efficient manner.
It is wonderful having access to the on-site LAN administrator for the Local Hazardous Waste Program. When he is not available, I have always had the help I need from WLRD IT. On occasions when Outlook has gone down I have met with responsiveness from the people I call. I am not 100% certain whether the help I get is from King County IT or a subdivision, but I think in general that you do a good job. I appreciate the various alerts about Phishing and other things going on that we need to be aware of. I am sure that it is a major job to keep the whole system running, and I thank you for it.
IT needs to do a better job of understanding each employee's specific needs--we're not all the same, and therefore our equipment needs vary. You try to lump us into groups and that isn't working very well.
IT personnel in the DNRP DO are great.
IT staff are not very knowledgeable in their field and more often create more problems than they solve. Their tone in general is condescending; they care more about not being bothered than helping the customers. They do not understand that computers are tools to help staff accomplish their duties as assigned and not the end product of DNRP. The current Voicemail system is very counterintuitive and needs to be corrected. I liked the old voicemail system much better.
IT staff do not understand new technologies and software so are unable to help us use them in our work. "Thin clients" have been sporadically installed in our Division without any thought about existing use of software, hardware and external devices such as PDAs and external hard drives. Unfortunately, the thin clients do not have the same capabilities as our existing computers so staff are unable to use all their software, hardware, PDAs (no longer sync, rendering them useless). IT policies do not seem to keep up with new technology. For example, it seems that IT policies would not allow us to use social networking options for our work.
IT staff should understand that program staff do not know much about computer systems and software, and should appreciate that that's why IT staff are needed. Sometimes IT staff communicate annoyance and a lack of respect when other staff are ignorant about computers. Contacting IT staff for assistance usually is an unpleasant experience. If staff were more courteous and respectful, I would ask additional questions that would hopefully increase my understanding and competence related to computer systems.
IT support for WTD is excellent!
IT support in the Wastewater Treatment Division is great. Our phones and computer screens are very outdated.
it was better before central IT started interfering with the business need of the departments to favor its policy needs
It works pretty well having the IT personnel work in the same office/floor as we do. If they didn't, it likely would not work as well. Nothing like talking to a real person you can see.

## Do you have any comments about King County's IT service and support?

It would be helpful to do away with the need to change passwords on the computer system. Once a password has been established, a user should be able to keep that same pass word forever. The need for a password on the telephone system should be gotten rid of entirely.
It would help if they could realize that most employees are not familiar with the terminology, or the procedures they use in their day to day work. Sometimes they expect us to know what they are talking about and they often think we should know how to do what they do, so that we can do it the next time we have a similar problem. Also there are some IT Support Staff who are often times very disrespectful, belittling, and demeaning in the way they talk to an employee, especially if two IT support staff show up to help someone with a problem and they joke with each other and laugh at what the employee is saying or doing.
IT's model for hardware/software support is fine for people who only need Microsoft Office applications and are primarily using software for word processing or spreadsheet work. There is not, however, good support or even understanding of more industry specific hardware and application needs.
I've been very pleased with the hardware, software, and support provided by IT services
Jernex give us problem a lot
Keep up the good work
King County NEEDS to develop a policy around the use of personal and business cell phones so that employees do not need to carry two phones. Other jurisdictions around the country do allow their employees to use their business cell phones for personal use, which is sometimes allowed through the employee's payment of a percentage of the phone bill.
Lacking in support for use of offsite mac to vpn in to a pc. Stuck on microsoft products that tend to not be very good (word does everything, poorly).
Lock-out policy (when you enter your password incorrectly) for electronic timesheets is silly.
Love our in Division IT support staff. Would hate for the IT reorg to result in diminished service. Payroll IT groups are not very responsive (web reports, Peoplesoft, etc)
Many time it feels like seeking help from IT is an inconvenience for them. I almost hate to ask for help, because it feels that I am going to get in trouble for something or I have to defend why I am there. It would be easier for me to do my job if IT was more understanding to our needs. When I first started working for the county my computer crashed all the time, still does. Yet I was given a number to call because we had subscription services to a software. A year later the same problem and I have been through different upgrades. I still feel that my problem with my computer was never resolved. I won't bother them anymore about it, it only slows my performance. I am usually faster than the computer can handle and if I had a computer faster than what I could think (like it should be) I could produce more work.
Mel and Sisack are great! Anthony also.
Mel Boupharath and Sisack Kitnekone are wonderful! They respond incredibly fast and are always courteous, helpful and professional.
Mel gives us the best service imaginable!
Most of our local IT staff is knowledgeable and quick to respond, especially the IT manager in our department. But at least one of his staff has risen above his level of competence and gives unacceptable answers to questions or problems which arise.
My biggest complaint is related to not allowing KC employees to either hook up their own PDAs or at least buy a blackberry for their own use. I have had a PDA for the last 8 years and find it invaluable in keep track of my schedule and notes. I have paid for this device each time I have needed a new one. The new policy of only allowing blackberries and only ones purchased by the County is ridiculous. If there were just some guidelines about which models the county IT would support, employees would be able to acquire those models if they feel the need to or want to make their job flow better. This is a regressive policy and does not increase security in any tangible way. I could go on, but it will just get me more frustrated about how backwards this policy is.
My biggest problem with IT support is that our operating system and Windows software is so far behind. I am receive new versions of files (e.g. Excel) from external sources that my computer can't open. We seem to be extremely slow in updating to just the previous generation of Windows, let alone the latest generation. In addition, my computer has been on a waiting list to be updated for 9 months. Meanwhile its performance declines and I see increasing number of errors. I'm still waiting...
My computer can be extremely slow on some days, taking several minutes for the printer dialog box to appear, for example. On these days, I see the hour glass more than I do my work documents. I love having remote access to my desktop, but it can be cumbersome when working on large documents (slow).

## Do you have any comments about King County's IT service and support?

My computer is extremely important to me and without it my work comes to a complete stop. In DNRP/WTD having an IT person available immediately at my work site for me to in person discuss in detail my problem whether it be with the function of my computer or how to use any of its programs is critical. Most of my work is time sensitive and I cannot wait for answers on how to or "fix" my computer when it fails to function properly. The staff in WTD IT are extremely efficient, friendly, and focused on resolving any issues I may have. Any one of them are highly skilled and able to quickly assist. Staff also never treat me unprofessionally especially when I make inquiries on a program they have extensive knowledge and I have very little and should really know the answer. They always take the time to explain and instruct me on learning new skills. I am disappointed with the new Internet program. Feel the planning could have been better for the integration. The staff did the best they could but they certainly did not have sufficient staff. The program is limiting the applications we can use to update our web sites. The ability to use and integrate videos and other visual applications requires extensive approval process. This new Internet was supposed to be really simple for anyone to post new material. It, however, requires highly skilled staff. At least the search engine has improved. When I have used the help line, I have gotten an immediate email to say my request has been received but getting a personal response has not always occurred. The personal connection is definitely lost.
My confidence level in the network IT folks has diminished, since Citrix and 2x. There have been many problems with both. There has been a considerable amount of down time, due to little communication on which to use and when. AND then there's thin client! I hope the problems get corrected soon.
My experience with the WTD IT has been excellent but my experience with IT is another division, at the department level or the County IT has not been as good. I found the IT staff in WLRD and at the county level very difficult.
My interaction with John Buffo and his staff have always been prompt and professional.
My job performance and productivity are COMPLETELY dependent on computer use. IT staff assigned to my division (Solid Waste) are extremely knowledgeable and helpful. My largest concerns with IT re-organization are whether we will be able to continue to have the quality of equipment that we have had and the support that we have had when IT was a part of our Division.
My primary complaint is the lack of a message light on the phone. I don't know that I have a message until I pick up the phone. I have been told that this has to do with the type of service that we have available. I work at a construction field office, so this is understandable.
My requests are always treated in a professional and courteous manner.
My responses are so positive because I use a Mac, and my Mac IT person is excellent. If you took away my Mac all my responses would be NEGATIVE. DO NOT get rid of Macs, it would be the stupidest decision IT mgmt could make.
My staff at another location are having problems connecting to intranet and necessary software using the thin client equipment.
My telephone is extremely sub-standard. The only way I can get it to work is to bounce it on my desk. Some times I cannot even use it as the key pad won't engage. I have to keep punching the buttons until they finally start working. When I requested a replacement, I was given the exact same model, which works just as bad. The voice mail system is not intuitive.
NEED COMPUTER SYSTEM TO BE MORE RELIABLE . IT IS NOT WORKING ABOUT 20 % OF THE TIME .
Need to make the off-site / home access work well, to support flexible workplace, including in case of disaster or flu outbreak, etc. I frequently work at home, which is too far away to return to office, and I need access to my filesystems and Outlook. The applications I use are awful and counterproductive (Outlook web access, for example). I understand that VPN is available, but not for my Mac - no real reason for this... When I worked at the City of Seattle, Citrix VPN for the Mac worked like a charm, and the City is NOT very advanced. IT-Wise. This is a priority for productivity, continuity and cost savings.
no
No
no
No comments. Thank you.
NOT SURE WHAT ED TURNER DOES OR WHAT SKILLS HE HAS, OTHER THAN TALKING.
operates well and gets the job done. IT within departments and divisions is able to focus on immediate users and applications
Other than email and a few KC web sites, the KC IT department does not serve me directly for most of my work needs. I use the staff stationed on-site at West Point for almost all of my computer needs, which are largely off the general KC IT WAN/LAN grid. Email is crucial to my job, so in that aspect, KC IT serves me very well. When problems occur with the email system, I find that the KC IT staff responds quickly and keeps people informed as to what is going on.



## Do you have any comments about King County's IT service and support?

Our division IT staff are helpful and fairly knowledgeable but the OIRM help desk is useless.
Our IT department at DNRP/SWD does a good job overall. The problem I have most of the time is when IT in another location does an update and causes problems for my system. The big problem is that they don't inform us when they're doing an update.
Our IT folks are very good at what they do. They keep us up and running and are understanding when the problem was obviously a user error. If you take our IT folks away from us (our direct link to people we know and have come to trust) then be prepared for 30 very pissed off people to come down and have a short and very loud meeting with you. The biggest problem we have with our computers is simple, they do what we tell them to do and not what we actually wanted them to do.
Our IT staff is competent, reliable, knowledgeable, and professional. Some of the senior staff (leads) come across as precocious and abnoxious, in which case interpersonal communication skills are highly advised.
Our local IT staff are marvelous! They're all knowledgeable, helpful, courteous and really prompt!
Overall I've been very satisfied with the IT service.
Overall the service is acceptable to good.
Overall, I have been pleased with the support received from the IT department. The staff here in DNR&P are very knowledgeable. Robin Bookey is a great resource, very dependable and is extremely helpful. Even though we have 3 or 4 technical staff, I usually go to Robin. Thank you for the opportunity to participate in this survey.
Overall, I think they do pretty well. Usually I just walk down and ask them for help and they do a good job of getting me help except when it comes to installing apps. I think they are a little conservative about getting applications on computers. For Example...Google Earth is free and it can be super helpful to my job. But they won't allow it to be installed on my computer. After a number of people asked about it, they installed it on a community computer. I don't know why programs like that are such a hassle to obtain. Otherwise, my desk phone is archaic, while my cell phone is great. I don't know why there is a discrepancy. The cell phone is one of the latest models but I can get a better desk phone at Amazon.com for \$30.
Parks has excellent IT people - But, they are limited now with the new mini computers - I do not like the new computers - They are suppose to be a cost savings move; however the money the new devices cause in lost production time is ridiculous. Everytime KC develops a new system it seems I lose so much information. This is counter productive.
Parks IT staff are extremely professional and always available to help in any situation. I highly value their service and accountability.
Personally, I think that KC's IT (Helpdesk) can only help you to a certain extent. It's especially helpful that we (WTD) have the IT staff here to help us when it is needed. For example: when the Explorer Web browser is updated, it is most helpful to have someone on site to assist us to get the programs to working. I believe that this is kind of hard to try to explain to someone who is out of site and unable to assist with this type of help. Having someone on site is helpful because sometimes they understand the complexity of how certain group operates and respond accordingly. Not to say that the KC IT helpdesk is not helpful, but sometimes, due to the workload, it may take a while for a response.
Phillip Bonner and Sung Le do a wonderful job supporting our group!
Please remove these lousy "thin clients." We spend more time messing with our computers that when we are "down", we are wasting so much time and money for the county. This seems to happen every week or so. The time we spend trying to print somethin is beyond crazy. Often you would never know where your print work went to, if you found it you were luck. Currently I'm selecting my printer each and everytime I want to print.
Question #7 didn't have the option to select, "Track-It" which is how I alert the IT staff out here at Cedar Hills that I'm having a problem. My service request is always routed to the same person. If he has left the landfill to go downtown or if he's off getting lunch--we're out of luck until he comes back. There is no backup. You just sit and wait...it makes no difference what level you've selected (i.e. routine vs. emergency). It would be nice if the IT person assigned to the problem could call or email and give an ETA. Because sometimes, it takes until the next day for him to stop by my office.
Relative to computer equipment... the move to the slim servers (or whatever they are called) instead of cpus has resulted in more problems and slower productivity. Problems with the network servers freezing and losing work is a pain in the rear. And on a very small point, working in cubicle land without a soundcard is also a loss in productivity.
Rick Blanke is located at our site (West Point Treatment Plant) and is extreemly valuable to our work here. He is used frequently and we could not function in our mission of protecting public health and the environment without him.
Should support IPHones, PDA's, and other devices that increase productivity.

## Do you have any comments about King County's IT service and support?

Since centralization, it takes a long time to get a response to new project requests
Solicit more information from end-users regarding the types of software programs that would be helpful and increase productivity. In other words, gather software suggestions. For example, a third-party software such as FolderMatch would be extremely useful - on a county-wide basis - to expedite file backups and archiving. Any program beyond reliance on Microsoft Windows Explorer would be a radical improvement.
Staff are very helpful, always drop whatever they are doing if I have a problem. Always find a solution.
Staff are wonderful! Could get updates of programs faster and having remote network access would be beneficial but, given budget constraints, IT does a bang-up job.
Staff is great. The overall network is sometimes extremely slow. I'm told this is because of the anti-virus software. It would be very helpful to eliminate this problem.
Sue DeLaat and her group provide excellent service and the necessary equipment for me to perform my job.
Sue DeLaat and her staff provide exceptional IT service.
Support for hardware, standard applications and network has been excellent. Very poor in support of Division information systems projects. No help in business analysis, project management, resource provision. Only a desire to oversee.
thank you!
thanks for bothering to ask about customer service
The cell phone/blackberry policy is extremely prohibitive and does not support how work styles are changing. The fact that we are not allowed to get any form of PDA unless the County buys it is ridiculous. This policy is holding back workers and productivity.
The cell phones issued for field work are barely functional. IT is generally very helpful, but some requests take repeated followup to make happen.
The cell phones we are issued are horrendous (Nokia with AT&T service). The screen is almost impossible to read and they are not very user friendly with the menu options. All the printers should have a double sided option that is selected as the default. Instead, there are only a couple double sided printers on each floor. As a result, money and paper are wasted for convenience's sake. The IT staff is typically friendly and helpful, although sometimes they are a little delayed in their response and sometimes getting attention requires repeated requests.
the centralized IT support is not effective. Server based computing is way too complicated for most standard users
The citrix and 2X do not work well together. It takes 4 times as long to get my work done using a thin client. It consistently has problems. VERY frustrating. I understand the economics, but not 4 times the labor to complete assignments.
The computer is very very very very slow. It take over 5 minutes to log on to my timesheet in the morning and also when logging off. In the past the computer system was fast, but since the switchover, the computer is now taking alot of time to boot up.
The connections are often weak and the equipment is terribly oblolete. The processing is so slow at time that you just know that something is broken. Connections are often broken and machine freezes up requiring a start over. For a business system it all sucks. Phone lists are not updated on a regular basis. It seems that what we have is a minimal system.
The constant assumption they know better than us. When some of us have been in the professional business using computers (more advanced than here) for more than a decade or so, is really annoying. The paranoid assumption that we are using computers for something other than work when using software that is simply only used for work related things, these are techncial in nature, is really annoying. The lack of ability to download something as simple as a conversion software that is really necessary for work and then the everlasting long wait to get the software to be downloaded is rel annoying and slow for my work. The lack of employees in my division and others that I interface with related to software is clear that it causes a lot of slow down for my work for my clients. The county should hire more workers in IT or do more to retain the good workers.
The dialogue box you added after login is very annoying. I just ignore it and hit enter. The iMAP system is ofter slow or completely non-responsive. The not being able to write to our local drives thing is crap. Your spam filters are not very good, 10-20% of the emails I receive are spam. In general, I personally am pretty happy with our division service, but a lot of my colleagues are not.

## Do you have any comments about King County's IT service and support?

The email capacity needs to be increased. I'm always running out of 'room' and IT staff have to set up back up for me. Then, I periodically get error messages and get locked out of my back up emails. Staff isn't always responsive or around when something goes wrong. Sometimes I have to walk around to find them and ask for help or I will go to a coworker who is much more computer savvy than I am to fix the problem for me. IT staff will work on the system during work hours, which prevents me from doing my work, i.e. changing printers without notifying staff. I'm also tired of getting a message that says my computer wants to do an update and I have to say do it later so I can keep working. I will get this message all day long until I finally let it update and leave my office for awhile until it's done. This is very disruptive to my work.
The excellent ratings provided in this survey are directly attributed to Cecilia Carlos and John Buffo, the LAN administrator and manager who support our group. Their combination of knowledge and excellent customer services provide seamless support and minimal computer downtime which maximizes my work productivity. Services provided by other IT staff have been less customer-focused. I would like County-level IT to consult with us as customers when they contemplate changes, including the way that changes are deployed and scheduled, which inevitably affect our work productivity. We are often informed of changes, instead of being asked whether and how changes would affect our work productivity, performance, interrupt our operations, require changes in the way we operate, etc. IT seems to want to deploy one "standard" for computer equipment and systems where one "standard" does not meet the different needs of County functions and services, and can constrain or reduce work productivity. Can IT instead ask us what we need, and provide us with equipment and systems to meet our needs? I hope IT's goal is to support County computer users by providing systems and services to enhance our work productivity and minimize impacts to our work.
the group on the 6th floor of the King St. Center is amazing. I love them all. We are so lucky to have them working for all of us.
The IT department needs to keep hours where there is representation in the building until 5:30-6:00. The Solid Waste Division has multiple locations and frequently we are without IT assistance late afternoons at the King Street Center. Staff is friendly and polite but management (John Crum) does not show leadership and accountability for problems. My interactions with John have been disappointing in his follow through and a serious lack of timeliness.
The IT function in my own building/section is top-notch. Always responsive and courteous. I have not worked directly with IT service providers in other parts of KC.
The IT group in the Water and Land Division of DNRP is really outstanding. It's the absolute best I've experienced in 25 years of professional life.
The IT group in WTD at King Street are very responsive.
The IT group in WTD is very knowledgeable, responsive, and generally excellent in the service they provide.
The IT group that supports WLRD (within DNRP) is excellent. They are very helpful and quick to respond to problems and questions. I would especially like to commend Todd Smith for his excellent support and help. I appreciate his ability to look for solutions instead of merely seeing problems and obstacles. I am also very happy with the support and services I have received from Fred Bentler, the webmaster for DNRP. And finally, whenever I have had a need to ask for help from Sabra Schneider, I have been very happy with her timely and helpful responses. On a more constructive note, I have been very frustrated lately with slow internet connection speeds, my out of date version of Internet Explorer (ver. 6 I believe), and my old and sluggish PC. These issues may not indicate any widespread issues, but I think more attention could be paid to updating hardware and software to keep up with the latest versions and technology improvements.
The IT staff in WLR are very unhelpful. They'll only install certain software on shared computers so trying to get on the computer to use it is just about impossible. I require access from home to do my job. Outlook is lame, since there's no access to the personal folders and our IT staff won't provide any instructions on Web-based VPN.
The IT staff on our floor are critical to the success of my work. They are accessible, responsible, and knowledgeable. It increases my productivity to have them nearby.
The IT support service in Water & Land Resources is terrible. They seem to think that they know what's best for our business and see themselves as the mighty protector of all thing IT related. They don't respond to service requests, staff is not very knowledgeable, requests for new software or support is refused, resource to key applications is limited to shared computers in inefficient areas, etc. I have completely different (positive experiences) with other IT groups within DNRP and other departments.
The IT team here (Water and Land Resources Division) is great--but that wasn't always the case. In years past, customer service was poor, equipment lacking, response time long. But a change of personnel has really helped. Everyone has noticed the improvement in the last couple of years. Please don't lose these talented, caring people. I don't think my team can go back to the bad old days when we were berated, treated like children or outright dismissed with our computer/IT questions and concerns.
The IT workgroup in WTD rocks! Great customer service - keep up the good work!

## Do you have any comments about King County's IT service and support?

The ITS staff we have at DNRP's Water and Land Resources Division is the most knowledgeable, professional and time sensitive team that I have encountered in King County. This is the 4th department that I have worked for in King County. If they can't find the answer they do not stop but continue to find and fix. They are actually the poster team for how all KC staff should be interacting with their customers, whether they are citizens or other KC employees. A group of people who never say "I don't know".
The laptop I need to carry to other worksites is very heavy (esp with the extra equipment like the power cord) since I have long walks to the bus. I have a Mac at home, and I wish I could use VPN with it.
The level of knowledge and support given by Pava Sivam and his group at the KC Lab is outstanding. The number of specialized needs is great and the service and support is excellent. The voicemail system is terrible. The previous version of it some years ago was vastly superior. Network performance is often extremely slow in this last year. Some of the lab instrument PCs have been pinged during data acquisition which can stop the instrument's data collection and cause errors and rework. This problem also occurs after some of the automatically applied software patches. The network slow downs in particular are of great concern.
The Nokia cell phone is the "pits". Can hardly see the screen especially in the sun. Don't know you have a voice mail until another phone call which has been as much as a day or 2 later. The volume sucks. I work in noisy conditions and there are too many times that I have to leave the site to be able to hear the person on the other end. The ring is terrible. I have it on ring and vibrate and have still missed calls because of the fast ring cycle and my not being able to answer it in time, I cannot find out if I received a voice mail some times the following day. I have asked assistance from our IT specialist and been informed that he can't assist because he doesn't have transportation. He has sent information for an update and provided the wrong site. Then it isn't until your pissed off that a response is provided that is conducive to the site needed. With Liam response that well your offsite and that the reason for not getting the site, while I'm still going through KC access, so that is bull.
The people who provide support to my work group in WTD are the best! Available, knowledgeable, pleasant, and efficient.
The phone messaging service is not as good or as intuitive as was before we changed over. It would be nice to have more scanning printers and email fax available. It would be nice to have more flexible hours for tech support such as before 8 a.m. I think the speed of email and internet access is very good. Our IT staff is always professional and helpful and I appreciate their help.
The response time to a request has vastly improved from a year or two ago. Much of this is credited to Sue Delaat and my manager, Don Althausser for finding some protocols that work for our user group and the IT staff. Until two years ago, we constantly struggled for timely loads of new software and driver updates, acknowledgement that the users had credible knowledge of our needs. There are many updates related to this software, as it is used conjunctively with several others. If these secondary softwares don't have the current updates they start failing within Autocad. Part of the solution is for me, as cad manager, to help track these items, rather than create an treatment by emergency. The IT staff have many challenges in understanding software specific user needs. Our group using AutoCAD and Civil Design software suffered for many years due to the lack of knowledge about this software, the user permissions needed and the special graphics cards, fast systems etc.
The sitecore platform for managing the website is inadequate to meet the needs of my division. Working in sitecore can often be time-consuming to do certain seemingly basic tasks and in general, it is an inflexible way to deal with our website.
The staff has been great but the phones are from the dark ages!
the staff that support WLRD are excellent, top of the line. Please keep all of them here for all of us!
The system seems to run much slower than in the past. The staff is great!
The systems for Faster and Journyx are down to much!
The timing of the survey is comical since KC.gov is blocked from major email sites where many of our customers use them as their business email accounts. Please find a way to prevent this from happening again. Granted I understand that may be hard to do but someone somewhere got that email and did not open it. Communication is always the key. My next concern is the speed in which server problems are addressed. This past July two and a half weeks of a server problem is not acceptable. We try to excel in our daily processes and IT is an important role in making that happen. Finally, here is a big thank you for coming in early, staying late and giving up your weekends to make sure we do the best we can as King County employees. I know we are going through a change and change is hard which is why I applaud you. Thanks.
The WLR IT folks are fabulous.

## Do you have any comments about King County's IT service and support?

The WTD IT group is fantastic! Kudos to John Buffo and his staff. John responds to issues or questions faster than any person I have ever worked with. Cecilia Carlos is my LAN administrator and she provides excellent support on hardware, software, upgrades, questions, anything related to my computer or the network. She is proactive as well as responsive. I can't imagine better support. How could an IT reorganization possibly improve the great service that WTD is already receiving?
Their service and support is amazing. They seem ahead of the latest virus, or what needs to be fixed in the system and stay late to fix it. When they help me with a problem with my computer or a gap in my computer-know-how, they are always very professional and resolve the problem. They deserve a lot of praise!
There are some software products that I prefer to use in my work. These are very helpful in my completing my job requirements. They don't affect anyone's server or other equipment. They are standalone and very useful. However, it has been a continuous dispute with the IT Manager that I have these loaded on my desktop. I've been told to transfer the data and programs over to other software. The other software is not as helpful, is complex to use and would require that I spend a lot of work hours reconstructing the programs I have written years ago. I don't understand why this is an issue.
They are a delight to work with. Always available, always prompt, always accessible, very professional. Would be hard to do my job if this were not the case.
They are very good in my Division. Also, I have a clarification on an answer to a question above, which is that when I say I contact the help desk, I mean I use the "Track-It" function on my computer. I hope that is the same thing.
Thin Client's are limiting E. G. they do not support scanning from all in one printers.
Thumbs up to Rick Blanke. Very knowledgeable, helpful and available.
Understand your customers- especially those of us in the field. I think all IT folks should be forced out of their cubicles and out into the field at least twice a year.
Very happy and pleased with the customer service and knowledge of current IT staff within our division. Am a little wary about how the IT unification will effect that service and unclear how IT changes are actually going to save money. It seems more like OIRM is trying to get their hands on resources that are currently unavailable to them.
Very happy with the decentralized IT support we have here in DNRP.
Very impressed with the responsiveness I have experienced. As a new employee (4 months) I have had a number of questions and start-up issues. I have always had access to immediate assistance.
Very thankful that they are there. Highly competent group. Nothing bad to say. Keep up the good work.
Wastewater's IT back up is the best. I hope that we can still have the fabulous support if IT is centralized.
We (Wastewater, King Street Center, 5th floor) have an outstanding, dedicated IT group. They know our business, our evolving processes, and the unique programs we use daily (Primavera, SureTrak, Claim Digger, Sage Timberline Estimating, WBS Chart Pro, Mainsaver, PRISM Project Information Systems Management database, FileMaker, etc.) It would severely impact our productivity should we lose that on-site IT representation. We certainly hope efforts by OIRM to centralize IT will not take away from us the level of service and expertise we need to keep our programs, and project teams fully functional. Our project management and program delivery maturity depends on the excellent IT support and interaction currently utilized. Please know that the WTD IT staff play an important role toward our success as a division.
We are really spread out geographically. In spite of the large area, we get very timely professional service on computer needs. Phone service, while not quite as responsive, is still good and all work done has been excellent.
We definitely could use better support for Mac systems overall, or at least the recognition that what we have cannot be reduced. We have thousands of files created over the last 18 years that we constantly go back and reuse. We create these files for those within our division, other divisions in our department as well as the Exec's office/Council. Thank you for giving us this opportunity to comment.
We have a wonderful and knowledgeable IT staff who is quick to get issues resolved.
We have excellent equipment, but are unable to maximize our use of that equipment due to lack of accountability by IT staff and in many cases lack of knowledge by IT staff. For example, when an IT person fixes a desktop issue for me, in most cases I have to call a second or third time because the initial response failed to fix the problem (that the IT staff person said was fixed). Some projects have been delayed for almost 1 year because we are waiting on an IT staff person to complete their part of the project.
We love having staff in our department/Division who can walk over quickly and help us. It feels personal and real.

## Do you have any comments about King County's IT service and support?

Web related work and help systems are not represented in this IT survey, yet it's our most important information technology nowadays. The section of the survey characterizing the satisfaction level with IT services would be more accurate to include a "both agree and disagree" rather than "neither agree or disagree". The responses to these questions depend on the workgroup requested or individual staff/manager.
When we have had problems with WIFI we have gotten an immediate response. Everyone I have dealt with in the IT department have been great to work with.
with everyone expected to work harder and smarter these days, and the toll this takes on time and workload, KC needs to figure out how to provide more staff with Blackberries etc. It's crazy that we have to jump through so many hoops to get them. Also, support for telecommuting on a larger, more routine basis needs to follow hand in hand with the improved access staff have from their home computers.
Works well for me at present. I have an older PC with a DVD burner and USB portal, but some of my colleagues have the newer small units that do not allow transferring files to laptops. They are concerned, and feel that that this is a major inconvenience for professionals who do powerpoint presentations to the public, etc.
Would like staff to be at work during our working hours. Too many times we cannot get service because they are elsewhere. Would like at least one person at Cedar Hills at all times and at least one person at King Street at all times. We have too many issues, servers, time consuming hardware and breakdowns to deal with.
WTD IT support is EXCELLENT. They always provide prompt, courteous service and solve the problem the first time!!
WTD's group has always been extremely professional and responsive. They know our business well. Couldn't ask for better or more cost effective service.
Yes - there is a pissing match going on between IT in WTD and the Electrical Engineers. Some very important software was purchased by WTD to model the plant electrical systems. But since IT lost the software the Electrical engineers will not allow them to have the software key which would allow the plant personnel to access this software, in turn IT will not allow access from the plants to the Electrical engineers desktop computer so we can access the license that way. The license cost's \$10,000 so the plants won't purchase it. The solution is for the managers to solve this but they won't. It is typical dysfunctional management that I have come to expect from the King of Counties.
Yes. Does anyone inside of KC IT care that the new warning to not use the internet for non KC purposes that was just loaded and comes up after I re-start my computer at the end of the day STOPS my monitor from going into sleep mode? It seems not. I have reported this multiple times. Just for the sake of a policy from OHRM and IT all the power saving goals, the goals to not have the monitors wear out so fast are defeated by a little thought out policy statement. Save some power, reduce employee frustration with dumb HR policies remove the pop up script that stops my monitor from going into power save mode.
You can find me by my computer's secret number. This is not anonymous. You just want me to think it is.
Your Intranet site is pretty bad. I guess IT doesn't have a web designer, although I would expect that someone would be managing the site and checking it once in awhile. There are columns of text overlapping other columns of text or images, so viewers can't read the information. There's too much text information crowded on each page. It needs an "Extreme Makover" in design. I don't understand how KCIT relates to the IT group in my department/division. I gave high marks for the IT service I receive from our people. However, I have no idea who your group represents. I browsed through the links about your reorganization and found one link with some graphics that were meant to show how you intend to streamline servers, printers, etc. But there was another one of the columns of text laying right on top of the drawings so I couldn't tell what was going on. Thanks for the opportunity to take your survey. I hope the new direction and vision mentioned on your site bring the improvements mentioned.
<b>Public Health</b>
1. When I contact Help Desk they are very responsive. 2. Centralized hardware & troubleshooting support is good; however centralized data management support is awful. 3. We have a new IT project that we have received funding for--I fear we will lose the funding because assistance and instructions on how to complete the MIS process is very slow. I have no idea what the status of our request is.
1.The TREC team is timely and very courteous since we @ PH work closely with them. 2.Since losing our only IT person the other IT staff takes a long time to get around to us... 3. The computers have been very slow and freezes up and I am very computer lit since work with them for years even before Windows. 4. need more memory on emails...and computers
Although I get very timely and friendly service from individuals at PH IT, I find the IT program as a whole to be non-cohesive. The networks are very slow, the hardware is antique and there are a whole lot of dedicated professionals who are trying to make the most of severely constrained resources.

## Do you have any comments about King County's IT service and support?

Always fast, pleasant and keep at it until the problem is solved.
Am glad they exist and are responsive. About 90% of the time, they are able to resolve my issues within 24 hours.
At times service has been great, but others were not.
Before purchasing new technology that is going to be used by King County staff you should have it evaluated by the staff prior to purchasing the program or equipment.
Centralized IT services have made it very difficult for us to obtain timely and adequate database support. The previous model where we had someone available on-site was much more efficient and effective. Additionally, every time I call the helpdesk, I receive a ticket, that is then, inexplicably closed as if the issue were already addressed, before it was actually tested and verified. This practice means that I have to keep track of my own tickets, because the helpdesk always tells me the ticket was closed some time ago.
Coordinating with KCIT on projects for the most part is nearly impossible with the slow (or little to no) response to questions, clear lack of interest or understanding of our work needs, and constant mixed messages. My understanding is that KCIT is supposed to serve the departments and enable them to work efficiently and effectively whereas the general impression given is that KCIT trumps all priorities.
Each Public Health Clinic should have a person there at least part of each day.
Email: need options for "Spam", so we could forward as needed.
Everyone I called has been very helpful.
For the dollars our department spends on King County IT support we should be getting much better service. If we were a normal business our size, outside the county, and King County IT was a contracted vendor for our business, we would have fired them a long time ago and got a company that can meet our needs. We constantly have connection problems that have been reported for years with no resolve. Our primary site was updated and rather than going with the most current equipment (Gigabit) we got 10/100 so we will have to upgrade again soon to keep up with bandwidth needs. We still have speed connection issues at other sites to the point if you are logging on to a computer for the first time it can take up to 15 minutes before you can work on the desktop. One additional site IT has been notified for over a year that it still has a 10 base t half duplex router, this site is very slow. Our programs and OS lag behind current versions so far that by time we get them it is hard to get classes for training that are not just power points. The "Just reimage the machine" approach to many PC problems is disappointing, what about finding what the problem is and fixing it so it does not happen again. Consistent problems with connection to our servers and software upgrades for them has taken weeks of labor time on our end just to try and keep things running that are essential. Get rid of the politics, power play, and making sure there is a ticket to track and just get the work done. As a King County tax payer, stop waisting my tax dollars!! Figure out how to fix the computer system, then do it, even if it means starting over with a better WAN/LAN design. County wastes enough money on people that just warm a seat, those of us that work very hard should not have to wait for our computers to "process information" or even worse "wait for half a day to have our main office connection restored" to do our jobs.
For the most part, I am very happy w/ the IT services. When I call, you all are very supportive and helpful. My main issue is with one particular IT person who has been rude several times, is not helpful, and has not fixed an issue that has been on-going for >6 months. We have learned to work around the issue, but it is frustrating when someone shows up to "fix" the problem, doesn't speak with the right person, says it's fixed and then leaves without the issue actually being fixed. I don't feel the IT team is truly understanding the issue, they don't know what to do to fix it, and then try to make us believe that it is fixed or it is the way we are trying to download something. Very frustrating.
Good people for the most part. There are a couple of things I would suggest looking at. What I'm about to say is not peculiar to our IT dept. While there are many people who are very many people who extremely computer literate, there are probably just as many who are not. Our IT people should first briefly assess what the knowledge level is of the person they are trying to help before launching into a lot of jargon. There's a learning opportunity for the person calling in as well as getting their problem solved. Second, if new computers are being ordered, laptops or desktops, IT should ensure that they have what is needed to get the unit up and running in as short a time as possible. It should never take close to two weeks get units imaged because we don't have what's necessary. If that is not probable or possible, then the person doing the ordering should be given alternatives. Thank you for reading.

## Do you have any comments about King County's IT service and support?

I am a new KC employee. Recently I called the main help desk line to inquire about how to get an icon for Infolinx on my desktop. The response I received (and I am disappointed I didn't catch the person's name) was, "Go and look at a nearby co-worker's 'my favorites' list because it should be listed there. Have that person write it down and then you can bookmark it yourself." When I initially said I wasn't sure there was a coworker nearby (the truth), the woman stated, "Well, I don't know the answer and would have to go look it up, so if a coworker is there ask her for help." I was really surprised that the help desk staff member wasn't willing to find out the answer and give it to me, but instead put the responsibility on me to find the information I was looking for. Not very friendly, and not helpful, and now she will probably give the same response to the next person who asks that question, since she wasn't willing to look up the information when I asked for it. To be fair, I have had another interaction with Diane McLaughlin that was extremely positive and helpful. I really appreciated the professional way she talked me through a problem I was having with a particular program.
I am a Public Health employee but work one day a week at a site operated by KC Executive Services, where 2 people I supervise are stationed. I have the need to share files with employees of Records and Licensing Section and despite several attempts, IT Services has been unable to provide this access. This has been a major impediment in doing my job. Also, I have a Cisco IP Phone #7941. The instruction manual for this phone does not cover how to change your voice message and I have trouble figuring out how to do this when going through the phone menus.
I appreciate all the help I get from the IT support staff they are all very courteous and get my problem resolved right away. Great job
I could not do my work without the help center!!!
I don't think that IT services understands that public health sees patients--and that they are our customers and business. We need to meet community standard for communicating with patients electronically; respond to their email inquiries and send them appointment reminders. We need systems that will allow patients to get test results electronically. We need to be We need secure means to use computers to interact with our patient clients. We need electronic systems that support us in serving clients. Our support staff have been centralized with 4 hour turn around promised as the standard. A patient will not understand 4 hours as a reasonable response. We need IT to understand that patients are at our door--and that they do not observe lunch hours or planned or unplanned computer outages during business hours. If IT is to be centralized, we need IT staff who know about managing data bases and can give data base support and understand our public health business and terms. The IT concept paper process is incredibly laborious. The forms don't make sense to we mere non IT mortals--and IT folks don't seem to understand our medical speak or business. Improvement is needed in this process.
I have been quite satisfied with it, my only beefs are that I can't access our clinical program, Pearl, from my home computer because I have an Apple machine, and the quality of our clinical computer program is terrible.
I have consistently found the PH IT Department to be very responsive. They have assisted us even when the equipment is not necessarily managed by the IT Department.
I have found that they seem more interested in creating and closing tickets and mechanics than answering questions and providing help. The context portion often isn't there. I was even stonewalled once when I requested that they add the problem I was having to some sort of trouble list. I was told that they couldn't help me because it was a county IT problem (I think someone took ARMS on-line down for maintenance without informing anyone). While messages come out, it's hard to understand the implication for you or your group (for example, weekend network work knocked out the processing of a budgeting script). My impression is that they are more interested in closing a ticket than providing true help. I look forward to a time when response is context appropriate.
I have heard that service is great and there is a rapid response. My only disappointment is the quality of the hard drives, the slow speeds take time out of my day, just doing easy tasks like searching the internet or using the internet + another application.
I miss having an on-site PCSA.
I need the screen on my computer lower and it is unable to go lower without removing its feet so I have had to have several adjustments but still want the screen to go one inch lower. A comrade of mine sitting next to me types on the lap top with the screen folded one half way down and then looks at the larger bulkier screen to see her typing. To me that setup is old fashioned and should be remedied especially just get her a larger lap top screen to go with the lap top keys she is used to.
I realize that the support line is busy and that a ticket # needs to be assigned, however sometimes it is frustrating to have to wait when tech stuff is not working.
I strongly encourage active use of "estimated response time" and "estimated resolution time" when responding to requests for assistance.
I sure appreciate them when I need them.



## Do you have any comments about King County's IT service and support?

I think the support folks do the best they can within such a large organization.
I was told today that the help desk "does not have time to answer all these phone calls" and that I should wait to try to get information from a coworker.
I will often get passed from person to person because they either don't understand the question or need or don't want to be bothered with helping a colleague. If they could remember they are here for support and not to create their own empire, it might be helpful. I have only met one person who truly wants to help, the others just want to argue. Teach them to ask "why" or "what is it you need to accomplish" instead of cutting me off while I am describing my need and saying it can't be done. Customer service and IT does not go hand in hand around here. Oh, and then after being passed around for a couple weeks, the wrong replacement item was ordered even though I brought in and gave to them what had been damaged and needed replacement.
I wish it were easier to install new applications. These come up occasionally in relation to federal and/or state grants, and it can be time consuming and challenging to have them installed.
I work night shift and there is no clear protocol or window for help when we are locked out..All of our charts are online..it is critical we all have access for patient care. What can of disaster plans do you have for the lines and equipment in the event of Hanson Dam related flooding?
I would like to see better expectaions set regarding the length of time to fix a problem and better communication in when the expectations are not meet.
I'm not very clear on the role of KC IT in providing assistance when I experience IT difficulties. Every time I have call the KC IT help desk the staff person has opened a ticket that was sent immediately back to my department IT. I have found it more expedient to simply start with my department IT. One time that KC IT was very helpful was when I was not getting any response from my department IT staff. It did take a couple of days for this issue to be resolved but once a KC IT staff person understood how long I'd been waiting for assistance they were proactive and stayed in touch with me until the situation was resolved. Another time it took me several calls and attempts over several days, to make the KC IT staff understand my problem. This was the only time I encountered staff who were less than professional and courteous. The entire episode was extraordinarily frustrating.
It really depends on the person who answers the phone. Some of the techs are really fabulous and are of great help. Others muddle their way through, or make tackling the problem more difficult. It's rare to find someone who places a large roadblock, but it has happened from time to time. However, Terry Mackenzie and Gasan Askerov are two of KCIT's most helpful techs. One thing that is not handled well are program upgrades. For example, most other jurisdictions are using Office 2007. Since we work with them, sometimes it causes problems (although the patch to convert 2007 to 2003 compatability usually is functional, there are some things that are lost). Other programs we use are on their 3rd release, while we're still on the 1st. The thing that is most important to me is having KCIT realize that while 90% of the workforce may be able to fall into a cookie-cutter approach (standardized software, hardware, using cloud computing, etc), there are others who need a different solution in order to efficiently manage their workflow. I like the ticket solution that has been applied. It would be interesting to see statistics on that: how much time someone spends on hold; how many tickets are resolved; the average length of time it takes to resolve a ticket, etc. That way, you would be able to track performance over time and show the necessity of having KCIT fully staffed!
IT reorg took our PC support person backto the mothership, when we had a critical mass of programs and PCs that needed support. Now we get to deal with people who know little or nothing about our program and services--and have much longer waits with equipment repair. AT least our program is not in Aubrun or Federal Way--with a longer trip time. For this lovely decrement in service we get the price we pay per computer per year doubled--from the outrageous \$2000 to \$4000 per PC while the rest of our budgets are slashed. There seems to be no recogintion that there are patient customers attached to Public Health and that we are not just a bunch of office workers sitting in a building. I have seen no visible attempts for anyone at a higher level in IT to understand our business. We need secure e-ways to communicate with patients and let them get their test results using computers. We also need IT to address data base support. It
It seems to me that there are varying levels of help in PH MIS. Sometimes the person can help me right away and things go smoothly, but there are some other problems that I've never really had resolved. Those don't interfere with my work and are more of an annoyance than anything. I think once should have the flexibility to work around some quirks, but it seems to me that can sometimes be an expectation instead of the exception.
It would be good if IT could provide tips on using computer systems more efficiently, if IT could provide scas of interesting/useful technology on the horizon, and share this info with staff. In otherwords, use their technological expertise to inform the rest of us what's happening in the world of technology to see if we can make use of it.
KC IT does a great job! Keep up the good work.

## Do you have any comments about King County's IT service and support?

KC IT, particularly in Public Health, is doing a noble task in moving the work force closer to the realities that can be provided by the technologies of today. As employees at all levels learn to use the powers of technology, the result is a positive step in providing better customer service.
KCIT OIRM help desk usually sends my ticket to the wrong place, so I have found it helps to always go directly to the database tech persons I know in KCIT and they are very helpful.
Keep up with the good work and thanks for all the work the IT support provides us
Kudos to Gassan & Michael
Local on-site support is better than centralized.
Modzilla Firefox would be a nice additional option for a secure internet option.
More 24/7 coverage or increased familiarity with individual departments when providing support for other IT groups
More techs to respond to requests in PH.
My computer provides me with daily stress and frustration. Almost every afternoon service slows to a crawl, it freezes, programs not responding. And every day it takes almost 20 minutes to boot up. Ridiculous. I also don't have some of the software I need like Acrobat, newer version of Word, etc. I rely on my computer for desktop publishing and internet access heavily and my ancient computer is just not up to the task. I often am dealing with photos and large pdf's that slow everything down. I try to delete and clear space whenever possible but it's very difficult. I also can't burn DVDs on my computer or I'd make some large disks to hold photos, etc. During the Pandemic Flu outbreak I was working on a Sunday and needed help logging on to someone else's computer. MIS was not available after hours. This would be a serious problem in an emergency.
My experience is that the service has improved. Not so many long waits. In general they have POOR SOCIAL SKILLS, they are condescending, impatient, and do not have a vocabulary for those who do not understand their computer speak.
My only complaint is with Blackberry service and parts - everything else runs well.
N/A
no
No accountability, no audit, no information sharing, no trust, no direction, bad attitudes, not professional, low morale, workload not balance, too many to list. 10 minutes is up.
Not always provided timely response or follow-up even when a service "ticket" has been created.
Our Microsoft Office programs are getting outdated. Will they be updated rather than relying on the compatibility pack? Are we allowed to upgrade to Internet Explorer 8?
Overall, I'm satisfied with my equipment, applications, and IT support. The response time could be improved for questions/problems that can't be solved right away (at the time of the call). I've had to follow-up to find out status a few times when I would expect IT to have taken the initiative to do so. Staff are always courteous and professional.
PH has a excellent staff that is lead effectively by Lisa Hillman
Public Health IT sucks. We have poor connectivity and very poor field support. Please take these guys over and get us some service. There is no reason for Public Health to manage IT.
Public Health IT support staff are OUTSTANDING! Very prompt and extremely courteous! GREAT group! Never hear them complain about anything... they are definately a 'glass half full' group! Can we clone them?
Public Health MIS does an terrible job. They leave you hanging and are very slow to respond. When they do respond, usually you know more than the person that was sent to help. The help line is useless and they need to be merged into KCITS. Please do away with this extra layer that costs more and provides less.
Regarding survey: This was a long one.
Responses are not always timely, affecting my ability to continue with my work. KCIT HD ticket number assignment often comes only after the issue is resolved; this does not help if you are trying to contact them re: a problem already submitted and you do not have a reference number to give them.
Seems to be improving lately, and am starting to trust that I can get answers, which wasn't the case before.
Service and support are good. Equipment is usually the problem.
Sometimes I find no one available..but always helpful when we chat.
Support Staff is always efficient, knowledgeable and professional. Krista Bautista is an excellent supervisor and has helped me numerous times over the past eight years. The biggest issue (I see) is the poor equipment in which KCIT has to maintain/service and KC employees have to work with.
Thanks for asking. I am very pleased about the IT support I get, less supportive of my equipment, and I've very concerned about the impact the IT reorg will have on my IT needs.
thanks for your help

## Do you have any comments about King County's IT service and support?

The competence of the PH IT staff varies considerably...there are a few stellar and highly competent staff and then there are others who are not very helpful and seem to operate retely. Also, the lack of support for software applications is a real issue...there seems to be no one to turn to for help with MS Office apps, for example.
The few times I have had problems I found them to be knowledgeable, courteous, and prompt.
The helpdesk should answer the phone by saying: This is (name) at the IT help desk. How can I help you. The important thing to me is that I get a name when calling so if there is follow up required, I know who to follow up with.
the issues of working off site and not having access cont to be an issue that are on-going and need to be more thourly addressed.
The Public Health staff who are now part of OIRM in the recent reorg are totally AWESOME! They are knowledgeable, current on technology, can explain in lay terms to someone like me, and have a great sense of humor. KC is priviledged to have such a strong team! That said, I wish the system slowness would improve. And I wish someone had the courage to clean up the KC Public Folders which are cumbersome and unfortunately woefully outdated. I wish we had a better system for sharing information than shared drives and passwords, not that I am knowledgeable enough to propose any better alternative(s). PRB and it's processes are onerous and non-user friendly. The staff there (excluding Zlata K. who is GREAT!) is not collaborative. They display patronizing and 'superior than thou' behaviors which are not helpful in getting projects completed.
The support is good but the equipment is bad.
The voice mail system is way too complicated! What language is that system. Really it takes me forever to figure out a simple task like an out of office message. Please make it in english. Second I have no idea what number to call to get help desk info. Is it the main number, our local number? Also too complicated.
The voice message on the Help desk line is TOO long to wade through to get connected to specific #'s to call. Should be shortened up. Lag time between a call for help and a response should be hours not days,
The voicemail system is too complicated and does not give enough prompts to do things that should be simple, such as changing your password. Or changing numbers in speed dial.
There are a few staff members in IT (public health) that are very Knowledgeable and will go out of their way to assist you (Michael Buenafe is SO helpful). I find that the king county help desk (the 263-help #) however is usually more helpful at times than the public health helpdesk. I find them more knowledgeable (with a few exceptions)
They've been fantastic. I really wish I knew what they looked like, so there would be a more personal connection, but they've been immediately responsive, taken care of my issues immediately, and have been professional, collegial, and calm in the process.
This survey does not sufficiently distinguish between our DPH department IT group (which is very good) and central OIRM services (which provides inconsistent levels of service.)
Very good experience with IT staff. Helpful, courteous and knowledgeable.
Very helpful and responsive! Krista Bautista is excellent!
Very poor decision to remove the on-site IT person from Harborview. With 3 big programs needing ongoing IT assitance, I'm not understanding the logic in centralizing all IT and removing the on-site individual (Will is an incredible asset to your area and our operations, by the way). IT is no longer available when needed, so we turn to our most skilled internal staff to try to address needs initially where we once could contact Will (or others in the position before him) directly. While Will is always responsive, we now have to work through a beaurocratic system to get our IT needs met when our internal skilled staff cannot help us resolve issues. The newer system centralization now slows his ability to respond and our departments to get the assistance they need. It does not appear that central IT understands Public Health's needs for the programs located at Harborview.
We are in a budget crisis. It is time for KCIT to significantly trim it's management to allow critical services to the public to continue.
We are too slow to come up to speed on technology (PC and programs). Too much red tape to get basic upgrade for something simple such as an updated browser which must have supervisor approval. Our computers (even the newer ones) are outdated and slow. With the number of hours that we spend on IT people to trouble shoot and fix and re-configure old technology to make it work we would just replace the unit with a new one that has more capacity to the job better for the long run.

## Do you have any comments about King County's IT service and support?

<p>We have a wonderful, hardworking IT staff that takes care of our department's needs. The IT staff assigned to public health are extremely responsive and always professional. The occasions that I have had to contact central KCIT, have been good and helpful. By saying good, I don't mean that they aren't just as good as our PH IT folks, it's just that our IT folks know us and understand our needs so well. I could name a few - Lisa Hillman, Dale Hartman, Sylvia Gonzales, Will, Gasan, Terry, Krista - just to name a few. They are really top notch! I've had numerous contacts with Denise Polittie and she is fabulous. Get's me the help I need regarding those things that she is responsible for. She also directs me to the appropriate folks to help me with phones or other issues that are not necessarily IT, but within the department's purview.</p>
<p>We have so many messages from I.T. that we either delete them or spend all day reading them. Somebody sure has a lot of time to do emails, but not me. So many people reading little tidbits of county news all day, I wonder when they do their work. The email communication is outrageous, and leads to inefficiencies. Many jobs in public health can not be done at a desk reading emails. I'd say people take anywhere from 2 to 4 hours just reading informational emails about when a site will be back up, etc etc. Can the updates be more site specific? Also, a particular IT our program had for 4 years made us such a time-consuming, monstrous and un-user-friendly database that it is actually a barrier to getting my work done. Sorry to sound so negative, but as budget crunches keep coming and we talk about efficiencies, I wonder whose salary is worth more.</p>
<p>We just recently lost our onsite PSAs. This has been a hard one, but I haven't needed much help so I can't really address what kind of change this is for service.</p>
<p>WE NEED PC'S....</p>
<p>We received more timely responses to our computer problems when we had an IT person at our site. I've left messages on the IT voice mailbox and never received a call back.</p>
<p>We recently lost our on-site IT person (from the STD Clinic/ME office). I found it much easier to pick up the phone and talk to someone who knows what kind of work I do and what kind of equipment I have than to call the Help Desk and try to explain my issues. I also find that calling the Help Desk generally results in much slower service.</p>
<p>We sometimes struggle to understand each other. My experience has been that IT staff are very savvy and passionate about their field, and they communicate in techno-speak. Sometimes they are so busy thinking up a solution that they don't hear the entire problem. It would be nice if they could slow down a little to hear me, and to make sure I understand what they are telling me. And I'll do the same :)</p>
<p>we work on a web based system and it can be very slow- We were informed by the people who are in charge of the system is that part of the problem is that the County does not have enough Band Width and our MIS department said we would never get more... also the program works better with explorer 7 and when I explained this they said we could not have explorer 7 because it would cause problems with other applications (when is the county going to be current with IT technology????) and I find that usually the techs are supportive and try to help but IT management can be unprofessional and not at all helpful to individual programs with in Public Health....</p>
<p>When on-site personnel in our building response was terrible. Usually no return phone call or support. Have always had great service calling the 296-4733? or 4377 number. They have almost always been able to resolve problems or were able to get the on-site person to respond. Please let them know how much we appreciate this. My partners call you guys too.</p>
<p>Would like to see upgrades sooner...i.e., still on Windows XP and Office 2003.</p>
<p><b>Transportation</b></p>
<p>#1 - Roads does not have a help desk #2 - Our IT "professionals" do not respond to our needs: either hardware, software or troubleshooting. #3 - Our IT infrastructure is woefully inadequate for our computing needs: Servers, pcs, and software #4 - Roads IT staff has a problem communicating with their clients: Just communicating down times will help.</p>
<p>1. Regarding computer support to end users, there is only network support and limited desktop support. There essentially is no support with desktop software applications, which is a problem, because there is also little to no budget or time allocated to computer software training. This is a much more serious problem than is generally recognized; there are lots of folks working with software when they certainly appear to have little to no clue what they're doing. (I know, because I'm often asked to help fix the errors after the fact, such as Microsoft Word document formatting, Microsoft Excel formulas, etc.) 2. There appears to be no reasonable or timely solution available for exchange of large electronic files with parties outside King County. I have been informed that there is no plan to provide this service. Example: we have projects where we need to be exchanging large files (10MB+, that is, far too large to be e-mailed outside the county e-mail system) with federal and state agencies, and we almost always have to use their FTP sites, if they have them, because we do not set up our own sites where all parties have read/write privileges to the site. Multi-million dollar projects and multi-million dollar grant applications have been delayed because of this issue. Some of these files are confidential and/or sensitive in nature. Despite that, on more than one occasion the solution proposed by IT staff has</p>

## Do you have any comments about King County's IT service and support?

<p>been to post such files to free Internet file exchange sites; I find that to be *astounding*, to say the least. 3. Much of the software that we do use is widely considered to be obsolete. I provide support to my unit, using software that is not generally available to them. Much of the software that I have on my desktop machine that they do not is *still* several versions behind those currently available commercially. This is not only a potential compatibility issue (with parties outside KC, for example, consultants), it may also be a computer security issue, because it is not clear that these obsolete applications are still being patched or otherwise supported by the vendors. 4. Some applications (I'm thinking particularly of ArcGIS 9.x) require far greater resources, both on the desktop and in terms of maintenance of servers, than appear to be allocated. It is not uncommon to click on something and to have to wait for 5 or 10 minutes before my computer responds. It is not clear whether the problem is inadequate desktop hardware (RAM, processor, other?), inadequate server configuration, or some other combination of problems. It is clear that it is not uncommon to have to postpone working with GIS files due to performance problems that prevent work from proceeding in a timely manner.</p>
<p>Centralization took away from us and is less than successful.</p>
<p>Centrally organizing all IT staff outside of the business departments will make them less aware and responsive to department business needs and schedules.</p>
<p>Difficult to work with Internet applications - no downloads, including updates to common applications, are allowed. Only IT personnel with Administrator permissions are allowed to perform any downloads. Delay to work progress while awaiting availability of IT personnel to perform download. (i.e. need latest version of Acrobat to view, but need download, will not be able to continue until IT downloads patch.)</p>
<p>DOT Transit IT and CITRS (Customer Information Technology &amp; Resources) staff are unhelpful, lack knowledge and competence.</p>
<p>Equipment is starting to wear out due to longer asset replacement policies. Contact outside of the County is hampered by outdated MS Office software.</p>
<p>Excellent service: reliable, quick and friendly</p>
<p>Excellent services and responsive people</p>
<p>Focus on the Business Unit work that needs to get done - not on the needs of IT. IT is a supporting tool for conducting the essential business of the people of King County, but frequently the user is made to feel that IT is paramount and the work will have to adapt to meet the IT needs. Many times it is just less trouble to find another way to do it if IT is involved -- and we rely upon technology to do our work.</p>
<p>Good Job overall !! Thank You !! There could be perhaps more subjective survey about end results. What works (?) What's needed (?) What improvements could be done in very specific areas (?) IT staff could openly communicate to users and let them make suggestions and be responsive to it. How is everything working, what improvements and what enhancements could be done in different areas. So that everyone can work in most optimal information environment and on most optimal level.</p>
<p>Good support. We have too many printer problems, but that doesn't reflect on IT. Your questionnaire should include a simple "satisfied" instead of jumping from "somewhat satisfied" to "very satisfied."</p>
<p>Here at the King County Light Rail OMF we need to know who in IT to contact at Sound Transit. This is due to Sound Transit administered email being how we communicate when utilizing email. I would like to have my Sound Transit email forwarded to my smart phone. The reasoning for this is that many times there are training sessions available for me to attend but the email announcing such goes out the day before training. This usually occurs on Mondays for Tuesday training and that is frequently during my days off. If I received the announcements on my personal email account I would be more likely to benefit from the training opportunities presently being missed.</p>
<p>I appreciate the IT staff and understand they are woefully understaffed. They respond as fast as they can, and sometimes it is the same day... often it may take several days or a week to get to the problem (depending on how crucial it is). However, it is extremely frustrating when it takes over a year to get a laptop ordered, processed and delivered to the internal customer. I don't understand why management keeps looking to technology to save costs and increase efficiencies for the County customers, without ADDING the people to support that technology. There is only so much our current people can do. How long before they give up and leave, or worse, give up and stay? One other frustration -- while the technicians understand the equipment, most of them do not know the software applications very well. The "help" feature in Microsoft products is awful and difficult to find answers. Occasionally, someone at the help desk will actually be able to help me over the phone. A significant majority of the time, they simply complete a work order and I wait.</p>
<p>I do believe that most of the time the response time is bad and that some of the folks in I.T. are rude. I could give names, but what good does that do. It does not make sense that response time is slow given the fact that some of our folks were moved to IT from our department. Where is everyone?</p>

## Do you have any comments about King County's IT service and support?

I guess I can't expect a random person who works in IT to understand the use of the customized software that I use, but when I have occasionally needed help, unless my issue was with Windows software, it seemed that they weren't familiar with various customized software. That has made my contact with the people taking the initial call a bit frustrating. Also, I have no idea where in the organization IT is located. We used to have work group-specific IT help. No longer. I liked being able to go to a person who was familiar with my work group, the work I do, the software I use, etc. It feels more frustrating to deal with somebody I've never met and who doesn't speak the language of my work.
I have appreciated the timely help I have gotten when I needed it. Thanks.
I have been very happy with IT services. I am forced to use Office 97 because one of our key applications, Vanpool Information Systems, has not been upgraded to a newer version. It is hard to do business with customers and other County staff using the older software.
I have had a ticket open since March of 2009 and it has not been resolved yet. I have not been given an update, and there has been no resolution. There must be some way to prevent tickets from being open for this long. At this point I imagine my request will no longer be able to be carried out.
I have had tickets open since March and there has been no resolution or update.
I have learned to develop relationships with specific IT personnel. The biggest reason is to get them acquainted with the nature of my and my group's business and how the computer technology impacts it. I have walked a few IT people through some of my group's computer tasks. They're comments have been that they now better understand how we use the technology.
I have never gotten my problem with delayed Voicemails fixed. My voicemails can be up to a day late arriving. This is more problematic now that we have fewer staff and it is harder to contact me when I am not available. I have sought help with this when we had to old phone system, then after the new phone system was installed. I had to provide documentation about when messages arrived late, which could be a little challenging in that I often did not know exactly when the message arrived. I had a few conversations with telecomm. I don't remember what the last communication with them was, but I gave up. Now it is again an issue because more of my messages are time sensitive. Gary Shumway 4-1857
I have older versions of Outlook, Word, Excel, etc, and it would be nice to know if there is a schedule to update these versions. Other co-workers have newer versions because their computers died. It would be nice to have the same version as co-workers, without having to wait until my computer dies.
I know this is a sensitive issue, but sometimes the person I am talking to appears to have limited english. I work hard to understand but since we are discussing IT issues they are sometimes complicated and the language issue makes it hard to communicate issues and concerns.
I strongly believe the pendulum has swung too far toward centralized command and control of IT resources. We do our organization a great disservice by arbitrarily restricting user control over IT resources. For example, I'm amazed that I need administrator permissions to run the windows disk defragmentation utility on my assigned pc. Is this necessary? Or is permission restricted simply because it can be? I don't claim to be familiar with all of the issues that must be considered when making IT decisions. However, many of the changes that have been made by King County IT have a significant negative impact on my ability to do my work. If that cost is not clearly offset somewhere else in the organization it not cost effective to implement the change. Many IT policies do not suggest to me that a thoughtful assessment of their impact on the end user was made before implementing them.
I think the IT centralization has created a huge bureaucracy with too many hoops to jump through to get anything done. It does not seem to work. OIRM should be ashamed of itself for holding up department purchases for at least 2/3 of the past two years. We are starving for the right solutions to our operational problems and have seen nothing but delay.
I think the service and support is great.....it's the computer system that is almost unacceptable. Most mornings, it takes over 15 minutes for Outlook to load on my computer!
I use the online Help Ticket exclusively when i need IT support. It was not listed as an option.
I work in the Transit IT Program Management Office. KC-IT provides a number of services to us such as engineering, trouble-shooting and so on. Although IT service delivery has improved in recent months, it has been challenging at times to get adequate levels of support for our major technical projects.
I would fix the phones for letting you know when you have a message, like a blinking light. The only way I know if I have messages is if I call the message center. Thanks

## Do you have any comments about King County's IT service and support?

I would like to have Access 2003 -- I am told that it is the "county standard" for version of Access. Instead I have Access 2000 because I am told that is the DOT-Road Services standard version. Access 2000 is not supported and training is not available. Many features that are taught in the Access 2003 or 2005 training classes are not available in the 2000 version. I do not understand why different sections have different standards. It complicates the collaboration between work groups when different version of the program are considered "standard".
I would like to have larger e-mail capacity. I would like to be able to receive large files/drawings
If there is any way to improve the connectivity from home or laptop, it would be greatly appreciated. I would also like to have better connections to network items (remote printers), and make them easier to find when you have to print on a remote site.
I'm not sure who the IT staff are that you refer to in this survey. I work directly with LAN staff located in the ROad Services Division and they are terrific.
In our department, only Friends of Michael Ferland get updates and improved equipment. Everyone else withers on the vine.
In the area I work, I feel we need to go through to many "Hoops" to get a problem solved. Especially on the weekends. The problem is usually not taken care of until Monday.
Inability to provide transparent access to King County server/software in order to fulfill work order requirements, e-mail access, etc.
Increased centralization raised the fear that we would not get the expert service we needed. Thus far, this has not been true. There is still a bias in KC toward businesses that operate 8-5, Mon-Fri. This bias has to disappear if we are to serve real business needs. It is always necessary to ask what the needs of the 24/7 businesses are before planning upgrades, service outages, etc. OIRM is getting better at this.
Internal KCDOT IT (primarily Roads) staff are excellent and very responsive to their customer's needs. But countywide services/applications such as WCMS are inefficient and provide less benefit than the systems they replaced.
IT Department is unavailable and useless
IT group does not provide information in a timely manner in relation to the needs of the Transit Construction group. I have had delays in providing required information necessary for construction projects lasting more than 4 weeks several times and have been asked by the IT group to have systems and equipment provided under construction projects by their deadline dates only to see them wait for many weeks after the supposed deadline before they use the requested equipment/materials. These delays have added cost to the projects and delayed commissioning and owner use of facilities on several of my projects. Personally I do not see any improvement in the operation of the computers provided for my use. If anything things work more slowly than years past when we had dedicated LAN coordinators in the D&C group.
It is really important for our work group to have fully functioning computers because most of the work we do is dependent upon our computer. If something is wrong with my computer, I first check with someone in our group who may be able to assist me and if it's a problem they can't handle, then I contact the Help Desk. I start work early and sometimes if something goes wrong I have to wait for staff to arrive but usually my problems are followed up with quickly. Thank you.
IT is woefully understaffed overall. The help desk staff are polite and willing, even helpful, but not very knowledgeable. One rarely gets to deal with "the best and the brightest."
It shows what most people feel about IT, is how you had to send a correction to your survey because you did not check out the first link you sent. Also having to do this survey appears that you are having poor customer service in the first place.
IT to return calls sooner!
It would be helpful if more of the IT service people understood the difference between ORACLE financial applications and the analyst tool Business Objects. Questions and problems could be directed quickly and efficiently rather than having to be re-sent and re-directed due to initial confusion.
It's better when our VM Transit IT staff respond to our needs as they understand our business. Generally we get better and more timely response (though depends on the individual). Outage broadcast info is in geek-speak and our DM folks have to translate for us. Telecom folks are good to work with. There has to be better landline equipment available for us. Helpdesk folks are generally good too though our workorders languish before someone gets to them.

## Do you have any comments about King County's IT service and support?

<p>It's frustrating that I cannot submit an IT request online. Between myself and one other person at our location, I find that we handle most IT related questions ourselves. When we do call for help, the answers we get are not always reliable. Also, when someone from IT comes to our worksite, they often do not tell us what they are there for, what equipment they are taking away (either permanently or to fix &amp; bring back), and what they have changed on any given machine - there are often many MORE questions AFTER an IT visit than there were before. I don't understand how permissions for what folders are determined, both on network drives and Public Folders in Outlook. Since the Public Folders in Outlook is the closest thing the County has to a "Knowledgebase" where employees can share documents, etc., it is a shame that so few people know how to use these folders and that they are so poorly maintained. Equipment (such as cell phones, blackberrys, &amp; pagers) is not managed very well, and there seem to be a lot of people that need to touch each piece of equipment before it gets to the end user. And, the equipment is not distributed on a need basis - people have blackberrys that only use the phone function, and other people that could be using a blackberry to the County's advantage are denied the equipment. Perhaps the people with the blackberrys that don't use them just don't know how to use the other features - I know they have never been offered a 'how-to' course (hint). And 'borrowing' a laptop and projector anytime we would like to do a presentation at our facility is ridiculous - if this type of equipment is regularly used at our facility, there should be one on-site.</p>
<p>Jut to give graveyard workers/employees, the same priority as any other shift. in transit/Veh-Maint we operate 24/7. Keep up the good work.</p>
<p>Mike Berman's group is always there when you need them. I couldn't ask for a better group when I have a need or a problem. Ah...software. That I do have a bone to pick, albeit a small bone, as I remain thankful to have a job. That said, Office 2003? In 2009? With Microsoft coming up with a new version of Office 2007 next spring, 2010? I fully understand...money...but...any chance of an upgrade sometime soon? I'm running Office 2007 on my home laptop, and have been since it came out. Word quirks fixed, shading, better memory handling... Thanks for listening. :)</p>
<p>My computer is extremely slow. I contacted the the following group, aproximately 3 to 4 times, via E-mail to "Helpdesk, ITS (ESC)". I have not gotten any responce indicating what has been done to resolve mi issue. Just an E-mail letting me know that the WO has been closed.</p>
<p>My lead's desktop is an obsolete W2000 box that interferes with production, abiltiy to use M5, etc. Numerous calls and visits. Months. Our workgroup printer, an HP 2600n, is not appropriate for M5 users. Even after diverting w/o printing to PDF, the situation was untennable. We've now resorted to disconnecting it from the network and creating our own print server from a desktop and sharing the printer. Weeks. I've put in now two work orders to have six camera coaches with separate Cisco 1310s to be active on the net and have their camera systems generate email, as directed by senior staff. Weeks. I would like some resolution and followup instead of what feels like automated ticket closing. Thank you, Terry Williams Chief of Electronics Transit Vehicle Maintenance 263-0223</p>
<p>My support person (Steve Coffing) is the best. He is patient, knowledgable and willing to dumb it down so I understand what he's talking about. He is a real asset to my section.</p>
<p>Need to develop specific program applications for use in Project Management, cost and quantities control, and project engineering.</p>
<p>Network support is not good</p>
<p>New VPN passwords need to get out to those of us that use it and laptops prior to it changing. Notification of personal password change times need to be sent out the same way.</p>
<p>No</p>
<p>noen at this time</p>
<p>Not about service and support directly but about this survey..... No way anyone can answer these questions in a broad sense when it relates to all of KC IT. We all deal with many groups for many different reasons and they need to be evaluated separately. Users don't know who they are evaluating...they are very confused about this...some only deal directly with their own LAN admins (and no matter what perception you are trying to get across there is not one KC IT). IT staff - when answering these questions impossible to lump into one answer - so much depends upon which group is being evaluated. Answers will be terribly skewed and from my perspective unreliable.</p>
<p>Not at this time</p>
<p>Not responsive to requests. Costs are extremely high for any service provided. OIRM contains high levels of paperwork and make requests that require time to complete will little benefit</p>



## Do you have any comments about King County's IT service and support?

Old computer hardwares can not cope up with newer softwares that require extensive graphics and computations, like AutoCAD and Civil Design softwares. A lot of times, the software manufacturer's minimum hardware requirements are not met due to budget constraint. But savings are easily offset with the cost associated with problems in the efficiency and performance of the computer system, such as more frequent software program crashes, lengthy "frozen screen" times, and unusual slowness and in the execution of commands while running within the program.
One individual in my IT support group excels in customer service, the others are rude and dictatorial even outside of their charter. It is unfortunate that the person that excels is junior.
Our IT people are terrific!
Our IT/LAN service administrators frequently all take Fridays off together, leaving our department uncovered, so if a problem develops my day is wasted. Complaints on this issue has gone nowhere. IT Administrators have also moved and/or deleted files and servers more than once without notifying users of what is happening. This causes error messages and panic in my field end-users. When they are present they are very courteous and nice to deal with, but it can take a while to get them to respond. But when I am the first person a work, and can't log on, I cannot initiate a service request via the internet, and they forward their phones to the oddest places. 2 weeks ago, it was to the Finance department when I was calling IT. There is plenty of room for improvement for communication and service. Thanks.
Overall, I believe the IT service and support to be excellent and appreciate all of their assistance over the years. Kudos to them.
Overly complicated system for connections to king county from sound transit. Lack of 'transparent' vpn. Numerous password requirements and logins. Inability of ST and KC it departments to work together in order to satisfy user needs for access.
Pasquale Carbone is excellent to work with.
Please limit changing the help desk phone numbers. The help desk work order submittal site was not removed for a some time and I had an old link and submitted requests without response. That was a pain and it took a couple of months before anyone figured it out. Seems like it should have been addressed directly. Nevertheless great service from folks. Thank you.
Prefer having IT staff located in our department/same building. It works much better this way.
Question #5 should have been split up between support I receive from KCIT-DOT staff vs KCIT-Central. I filled it out for my KCIT-DOT support staff. If I would have filled it out for KCIT-Central it would have been lower in a few areas.
Recurring problem with server PFACCESSWEB - whenever IT pushed down automatic updates it stops users from accessing the web client. The process does not automatically restart the software necessary for access.
Restrictions on software make it difficult to do necessary work. Hardware is old and the update schedule is long. Cell phones need to be updated. Server crashes and updates during work hours affect work flow.
Since IT has been divested from our individual groups, they are no longer familiar with the specialized software that we run as an integral part of our work. It is extremely frustrating when there is a problem and we know far more about the software than the IT person does. Sometimes it can be almost impossible to get a problem fixed because the IT specialist simply does not know anything about the software with the problem!!!!!!!!!!!!
Since the IT support staff was centralized, we have typically waited weeks to months for service that used to be provided within 24 hours. IT staff is overwhelmed, hurried & often fails to see a problem resolved through to its completion.
Some IT support people are excellent while some are very difficult to communicate with. I think they are all pretty adept in technical matters, but the ability to listen and explain is highly variable. Sometimes after I've received help from an IT person, I don't know whether or not it the problem has been understood or solved. I've had to reopen HEAT tickets due to this issue. Other staff have great communication skills. It may be helpful to provide more training or to redistribute tasks.
Some of the IT are very knowledgeable. Some of them are not.
Sometimes when I have an error message on computer screen I would like to submit a request to IT department through email because I can attach snap-shots. Reading messages over the telephone seems so old school and slow. Can we submit a request with email?
Sometimes work is delayed since one must submit a help desk request to get service. Local support must wait to get direction to deal with the request before they can respond even when they know the answer or the fix. Getting new phone lines installed is always difficult and time consuming. Local support staff often are hindered in their ability to respond to needs by supervisors that may not understand user needs as they are not working with the users on a regular basis.

## Do you have any comments about King County's IT service and support?

<p>Sometimes, it appears as if technology is for the benefit of IT, rather than its users. Without users, IT doesn't exist. Without IT, users still have to get the work done. IT, by its very nature is support orientated, while its focus should always be on customer service. It's tough on non-technical users to communicate their needs, so I believe, that more time should be spent in discovering exactly what users want and need to do their job, rather than policing activities. If security is a concern, then invest in the infrastructure to make the environment secure. Both for and from the user. Either way, the users of IT need to have a bigger say in the "what" it is that's provided to solve a technology problem. Flexibility is also key. In order to be effective in delivering an IT product, one must be able to think outside the box. Because technology is a starting point, not an end point. The software and hardware is only going to be as effective as the input and instructions they are receiving. IT is in the opposite spectrum, in that it will only be as effective as its output (the end result provided, after receiving the input and instruction from the user). As this survey, inadvertently or deliberately, points out ... the user is going to have the final say in whether the technology provided has done its job.</p>
<p>Staff are great! Thank you</p>
<p>Steve Coffey is the best. He takes the time to listen to my explanation of the issue, despite the fact that I am all but computer illiterate. And then he fixes whatever I need fixed. He generally takes the time to teach me something along the way, and he shows me ways to use the computer that I haven't thought of. And he does it all efficiently. He makes me better at my job.</p>
<p>Support has been very slow since IT became centralized, and upgrading equipment and software has become nearly impossible, even when budget is not an issue. When each department had a dedicated IT person who knew the needs and issues within the section, issues were dealt with much more quickly and effectively.</p>
<p>Thank heavens our local PC support person has been retained here at our remote site. She supports a huge number of staff and their PCs. I would be very unhappy to receive support from IT staff not familiar w/ our business needs and operations.</p>
<p>Thanks for the good work!</p>
<p>The Airport's IT professional, Joel Abanes is terrific. He keeps us up and running and does it with little or no support. The Airport has requested another IT position to carry the workload.</p>
<p>The biggest problem is timeliness. They respond quicker to little problems than bigger issues. We also have an extremely difficult problem getting new equipment. Very, very frustrating.</p>
<p>The centralizing of IT has caused the response time of problems to increase drastically: * Hard drive in my computer crashed. Took two weeks to replace as the only person who can build computers was on vacation. I thought centralizing things would remove this problem. * Blackberry died. Two weeks after placing work order, I called to check in on it. Work order went missing. Person who puts together blackberries on vacation. Resubmitted work order, got blackberry the following week. Two weeks later, someone else from IT calls to check in on my ORIGINAL work order... * Work group is STILL running MS Office '97. MICROSOFT won't even support this program anymore, so when programs freeze, documents lock up or won't open, we're on our own. But apparently it's our fault for having a proprietary database that won't work on any other version of office - even though redeveloping this has been on IT's work plan for years, but won't put resources to it. * Organizationally and managerially, IT is messed up. At the staff level, IT is great. Once I get someone to look at my ticket, it's nothing but A+ service, whether it's Rose, Dave, Cathy, Steve or Kenny. It's just a shame that the new process makes it difficult for them to give TIMELY service.</p>
<p>The e-mail and phone system often have a delay in the afternoon. Many e-mails and phone messages sent in the later afternoon come late and I do not see or hear them until the following morning. Other people have this problem in our office!</p>
<p>The Help Desk people are always friendly, helpful, and knowledgeable. They have always been able to solve my computer problems, and sometimes even come to my desk to fix the problem! They are one in a million, thank you!</p>
<p>The help line phone tree could be improved. Going directly to the IT support in my division would speed up the process.</p>
<p>The internal Transit Control Center IT support staff are wonderful! They are available to us in real time 24/7 and do a fantastic job of keeping our section running. When we have to call the Help Desk the technicians who respond are usually helpful and do a good job to support us. Where we have a major problem is the County IT staff does not understand or respect the job our section does, 24/7/365, and they seem to blow us off with delays in responding to our issues, while we are trying to handle rush hour traffic our computers are taken over remotely by IT causing lack of call integrity, and basically a life/safety issue. As a recent example, when we recently lost our WSDOT camera feed it was about 6 weeks before we had any resolution, and all we got from County IT was the story that it was not their problem and we did not need the feed anyway. These cameras are vital to what we do, and to be blown off with excuses is not acceptable. Since moving to our new location and being at the mercy of the County IT section for our IT support we have been treated like we are of no value to the mission of the County. Our operation is linked to the equipment in our old location and according to our Radio Service Technicians the back-up link has only about 80% reliability and capacity during off hours and during the day when the County offices are staffed this percentage decreases. We cannot safely</p>

## Do you have any comments about King County's IT service and support?

and reliably operate at that level. We seriously need County IT to understand who we are and what our mission is and get on board to support us rather than treating us like we are just another County group.
The IT service I receive from DOT is far superior to the service recieved in HRD
The IT staff for KC Roads Division are outstanding in support and service.
The IT staff have the nicest computers, blackberry's, and cell phones, how about they trade out their equipment for my 5 year old desk top and 4 year old blackberry, I would like to see the IT central management using the older equipment we are expected to use until it breaks
The move to centralize IT is being conducted by some covertly. I have notice a decline in work satisfaction and the desire to remain a County employee because the decission to change their personal direct reporting has been made without the input of two levels of management above them. It would be a shame to lose good employees because someone "appears" to be empire building.
The primary CITRS leadership is condesending and rude to our staff. We find it very difficult to work with this person. This person is very possesive of knowledge and does not seem to find any pleasure in helping us to do our job better.
The responsiveness and knowledge of the LAN administrators varies. Because of my position in the Director's, I often have urgent needs. There have been times when the response time was very slow or my problem was not resolved. A few times, when a solution wasn't immediately evident, the LAN person didn't bother to find a solution. When the problem arose again, another LAN person was taking Help Desk calls and solved it. If I need immediate and reliable assistance, I call Cathy Pennington, Ken Miller, or Dave McLean. Because of their positions as service providers, it is very important that they not only provide excellent customer service, but also have a helpful attitude. There have been times when I was made to feel that it was an imposition to help me.
The Service Delivery Model puts us further away from the IT staff and costs us lots more money. It also makes problems take longer to resolve. We used to meet with Programmers and their boss about our projects. Now everything is done during a special group downtown that no-one gets to go to. Problems persist for years without anyone trying to fix them. There is no ranking of IT Projects for what should be worked on next. It appears to just be done by whim of the IT Managers. This is extremely disappointing to line staff. IT staff never meet with Line Managers about what they would like to have worked on. There are no work programs for what should be on the Internet either. The Manager of Roads Technology and Budget doesn't have time to do both things well. As a result everything sits during the budget period. That is not good. People feel very cut out of the process. There also aren't enough updates or planning regarding ABT. The project will be in jeopardy if you don't have release time for line staff to plan for switchover. This is especially true for interfaces. There also is a problem with documentation regarding work ITS does. There is very little documentation and when a programmer leaves, it is hard for the new one to take over. Our department takes too long to switchover to new versions of software. Some staff downtown have been using a new version of excel for months and we haven't even been told there is a switchover planned.
The support for Citrix users has been frustrating, especially for those of us in non-KC buildings. It should not take months to get the system working the way that it should.
The Transit IT group does a fantastic job...prompt, efficient, friendly and professional.
There is a staff of three assigned to our floor for IT service. One of the three is always helpful, courtious and responds as quickly as she can. The computer equipment provided is great. The copiers, printers, phones and PC's are all very good equipment and help us so much to keep moving forward.
They are great to have available if needed.
They do a good job.
They have always been very helpful and professional. Unfortunately my problem with internet connection persists.
Things like local printers which we had at one time can make our jobs and work load a little more managable. Most of the time the staff gets the job done well and on time. I personally am not a computer geek but manage to wallow through as it is part of my job but more training can make it easier. When you are trained on a program or application it is far better to get started into it instead of waiting until you forget how to do it then use the application. Sometimes we get training then the application doesn't get started for 6 months to a year and you have forgotten most of what you have learned.

## Do you have any comments about King County's IT service and support?

This is unrelated, but why does the job center on the first floor of the KSC have the newer computers, monitors, and software? It's never open, so why not redeploy good equipment to others who need the upgrade? I'm using Office 2003 and fat squatty monitor. Also, our department laptop met the blue screen of death and I'm using my personal netbook for PowerPoint presentations.
Though perhaps not a job requirement, I have always found KC's IT personnel upbeat and good natured. Why is this important? Because IT problems do not always have simple solutions (or even give you all you want), so how the IT person works with you is very important.
Transit IT are extremely responsive, knowledgeable, good communicators and very pleasant and helpful. Please don't mess with a good thing!
Upgrading to the latest version of software for Outlook, excel, word, etc. would be extremely helpful.
Using Office 2003 speaks for itself. Also the phones are not made anymore. Any questions or are you going to keep your head in the sand while the rest of the world at least attempts to keep up to date
VERY HAPPY WITH OUR IT PEOPLE PLS KEEP IT THE WAY IT IS Doug McDonald renton traffic
We could sure use someone here at 6:00 AM when we open the repair shop. When faster goes down it makes our job almost impossible to do.
We generally don't use the centralized IT services. We have our own IT support group and they are probably considered competent, but severely lack customer service skill sets. The attitude you get when you ask them something makes you not seek their help (and seek an alternative solution). Another issue is there isn't a formal service desk or service ticketing system within our division. Our IT staff discourages users from using the centralized IT services.
We need ability to send and receive files greater than 5 MB.
We need better equipment, more staff to provide support (both technical and applications), and BETTER MANAGEMENT OF EXISTING PROJECTS. There is too much wheel spinning and lost/wasted time in trying to get things built because of politics. IT equipment support for Transportation is good, although short staffed. IT project support is a laugh. We have qualified people who want to do the right thing, but they seem to have no direction and/or not enough staff available to get done the projects critical (not "nice-to-have") to business. Or if they have direction, it's tossed out the window when the political wind blows through - read Sound Transit reports taking priority over replacing a critical, failing technology system that was funded and scheduled for replacement. This is a HUGE problem, and it is out of control and getting worse. We have slow and outdated computers, and our printers are dying with no funds available to replace them. Non-IT professional staff aren't computer experts; we don't know what to ask for to make our jobs more effective. We don't have access to IT staff that KNOWS our business to give us assistance. Our technicians are great, but we need strategic technology staff to take advantage of technological opportunities. If we want to do more with less, we need technological support to do it.
We need updated programs/ equipments. I'm hoping to get Windows 7. It's convenient if we are able to download new patches/ software/ drivers by our own. At least we need Adobe Acrobat Program.
We never know when a scheduled upgrade will affect our software or access. When it does, we have to spend time diagnosing and documenting the problem before we can convince IT that the problem exists. It's frustrating, because we can't afford the time, but also can't work until the problem is fixed.
Weylin Heifner has been extremely responsive, courteous, knowledgeable, helpful and fast. I really appreciate his services. The majority of my frustrations have to do with restrictions on software and hardware, either budgetary or otherwise, as well as the bureaucracy involved in IT resources.
when I have a IT question for any Tech ,I am given notice a response will follow from the Tech. Sometimes hours later? I have work sites, (field office), in remote locations and use a company laptop /wireless connections and after IT reps set it up and I hope it would work 100%. NOT
When sending request through the email, it seems like the service takes about two weeks. Once I was contacted by Ken, the service was excellent. He kept me informed of the progress and completed my request.
When we have to contact the help desk - rather than contacting our IT Team members directly - it takes more time and we have to relay the problem twice - once with the Help Desk and then with the IT person (that ends up doing the work and correcting the problem) - this needs to be streamlined. Our IT people are excellent. We need new software to keep up with the marketplace and to stop getting error messages saying that MS no longer supports the product we are using (Ex: MS Office 97 - 12 years old!). Our software is the worse!
With regard to the County IBIS system, I have had connective problems with Business objects. The IBIS is not well suited to project management need as it is always behind due to the way posting is done. I am satisfied with the IT department service and our common programs such as word, excel, etc.

## Do you have any comments about King County's IT service and support?

Would like more latitude to be able to install routine updates from the web like Adobe Acrobat Reader and Google Earth. Hate to take the time to contact IT when it's a quick click and install that I run all the time at home for the same thing anyway. Also, network based software can be very slow and problematic. Using this software is even worse when either the server or network are experiencing difficulties or are out of service completely. Need to at least "check out" software licenses for field use and currently are unable to with GIS.
<b>Department Not Specified</b>
I always get the help I need, staff have always been courteous and helpful. One issue that is not staff's issue is the time between when new equipment is ordered and the time it is recieved is way too long.
I have called the helpdesk many times. The person who answers the phone and is very nice and opens what we have called a not very hot ticket. It usually takes forever to get someone to help with issues.
In the current environment I don't want to be more specific because I don't want to see anyone's job put on the line. I realize that does not help you correct any deficiencies but the ones I am thinking about are not "new" to you anyway. Sorry I can't be more specific.
Keep up the good work!!
some of IT members are user-friendly; some of more controlling. most people I talk to agree that the lead IT is not user friendly. usually when we want something, it is to help us do our job better, faster and efficiently; or to just provide more support to our unit. this can be difficult to achieve with an IT lead who knows what we need to do our job.
The Help Desk at DDES is terrific. They are even usually able to moderate their expression of disdain when dealing with the computer illiterati. However, much of the DDES specific software (Permits Plus, TRS, Routing) is not very well designed, especially regarding integration. This is a failure of management and software development more than anything else. Professional staff are expected to make similar comments for TRS (to justify time spent on a project), Permits Plus (electronic record) and Routing (project status) for each project. An integrated system to allow one entry to be made to cover all these functions is loooooonnnng overdue. It supposedly is in development now, and one can only hope the system becomes more functional.
They are all doing and excellent job.
<b>Assessments</b>
Department of Assessments is the Best at supporting our needs and being able to set there own priority list for our department makes the biggest difference in the world. Years ago when we have to go thru the King County IT group it was very difficult to get our priorities done when we had to stand in line for time/or projects for our department with other King County Departments.
I have always had excellent support from the "Main Frame group" #296-0606 as well as our (DOA's) IT group. But I'm really tired of getting emails about WSP computers going down or coming up. Can't non related groups be eliminated from those email?
In the department of Assessments we have our own IT group and I believe it would be very detrimental to the department if we were to go to a centralized IT group. As one of the main revenue source generators (property tax) I feel it is extremely important that we keep our current arrangement. Prior to coming to King Co I worked for another WA state county for 14 years. We were a small county and had a centralized IT department. Even for a small county, the wait times for service were ridiculous. It was a very inefficient way for us to do business.
Our IT dept. is always quick to respond and follows up. I have always received the help I needed.
Our staff in the Dept. of Assessments are responsive, prompt and extremely helpful - A+!
Regarding Item #3, A major source of data for the real estate appraisal industry is the Multiple Listing Service. Unfortunately we here in the Department of Assessments do not have access to its data base. There are appraisers who have access via family, friends, or another business association and receive the benefit of that data source where others are unable to do so. I do not know what occurred in the past that made this unavailable to us but feel that it is useful in the appraisal process. Regarding Item #7, Here in Assessments we work in teams and IT problems and questions are typically routed through the Appraiser II or Senior Appraiser. There is minimal contact between Appraiser I level direct with IT, unless new computer equipment of received or breakdown on existing equipment.
The employees at IT should understand that not all people are computer literate or savvy. Some people are slow in learning the way to deal with modern technology & how quickly they can adapt to the system.
They are a great group, very dependable, I appreciate them beyond words.
They are always very nice and very helpful.
They are usually very responsive and work hard to solve problems.
<b>District Courts</b>

## Do you have any comments about King County's IT service and support?

It seems like we have 40 year old computer systems. You should take a look at the relics we have, bursters, printers, etc. When IT sets out to fix something have they EVER heard of "testing" before they implement??? Why is it that they send out a notification and state that it will take 10 minutes to fix and it usually takes an hour or more? Just tell us that a program is down and let us know when it will be back up. That's all we care about. Thanks!
It would be handy if we could use the call pick-up button on our phones to pick-up any phone that is ringing in the office.
many of my negative comments are regarding a few people. However I would like it to be known that Byron has always been very helpful and realizes that many of us have not been trained in his field. He is very patient and speaks to you on a level that any lay person can understand. thank you
The District Court is very dependent on the reliability of a connection to its intranet and internet-based web applications, as well as a reliable connection to the judicial information database and Department of Licensing database. When the internet connection are down, [which seems to occur with frequency, it makes for a very frustrating experience and unproductive time for the staff.
The IT staff often promise to come to our location, but don't show up, multiple times. The IT department when they do come, bring the hardware, but do NOT stay to make sure it works. It is very frustrating to the staff who need to work on the computer, or with the program daily.
The new public web sites are very difficult to navigate for those of use who know the services we provide. I can't see how the public can find any useful information with the new format.
Updates appear on my computer. I should not have a choice about updates. this should eb done remotely. The quality of the system is inconsistent. Programs that my work in one location, don't work in another. The databases are stand alone. There does not appear to be any attempt to link our databases of a similar kind. We do everything by ourselves.
When we have a technical problem we let out court manager or coordinator know and they handle it with the IT department.
<b>Elections</b>
Question 5 is difficult to answer has it doesn't differeniates being different groups in OIRM and our experience varies widely between groups. Telecom and System Engineering have been outstanding. Networks has been satisfactory to good. Messaging has been good to very good. Helpdesk has been OK. Adss has been good. Distributed Computing supervisory has been unsatisfactory, but on-site LAN administrators have been good. PMO and special project managers (CherylAnn Boudreau, Pam Ruhl, etc.) have been good. Governance and oversight OK
The service provided has improved since we became our own department. When IT-Professionals rotated in the department there was a disconnect and individuals did not work as a team player.
<b>Judicial Administration</b>
As my survey indicates, I am very happy with the IT department but very unhappy with the IT equipment. I have an old pc that bogs down to the point of inoperable every single day, losing between 30 minutes to an hour of productivity DAILY. IT has done all they can...the computer needs to be replaced, and they don't have one to give me. The server is also inadequate to handle the amount of usage at high volume times of day. Some of the proprietary database software )such as Delta/Core ECR), also have issues which severely impair productivity. It is frustrating to be asked to give 110% during financial exigencies, without having the tools to do it. Sometimes you have to spend a little money to save a lot of money.
CORE-ECR IS A VERY SLOW AND FRUSTRATING PROGRAM TO WORK WITH.
Great job Guys!
I enjoy the IT for DJA as they are ALWAYS so helpful, friendly and informative. Whenever, I have a problem/situation I always get assistance right away. I believe that DJA folks are very pleased with the service they provide us. Thank you for asking my opinion...
I would like a computer that is fast enough to keep up with the demands of a court setting. It takes ten minutes or longer sometimes for me to bring up JJWEB, ECR. I am always getting the pop up stating the program is not responding and needs to shut down.
Main problems are incidents of extreme slowness of network, and same for ECR application in production mode.

## Do you have any comments about King County's IT service and support?

The computer system has been very slow and disruptive to the flow of my work out put. It has become a real challenge to not PICKUP THE COMPUTER AND THROW IT OUT THE WINDOW. The program I work on (CORE) is very out of date with the input that is going on in this office. It has already had two melt downs in the past and will probably again and cost the county thousands of dollars in employee overtime to fix it. All our work must be done in a timely manner. Documents must be online within 24 hours of receiving them. This causes a lot of frustration and stress to me and my coworkers.
The IT people in my department are wonderful even when situations are stressful. Are computers really need to be faster and stronger for the kinds of programs that we are running. Some people in accounting have delays in there work waiting for the next screen.
The main issue seems to be that the department has so much responsibility and is often short staffed. They do a great job, but it would be nice if there were more people available to assist.
The new microsoft office is horrible. No training and extremely short notice before transition. The program is not well liked in the public, why would the County take something that is proven in the public sector to be a bad product and install it on County equipment just because it's new? It was a total waste of money. Something the County could have saved lots of money on for the budget crisis. I think that the County as a whole needs to reevaluate the programs that they are spending money on and find something that is worth spending money on that actually works and is user friendly. Just because it's new, doesn't make it better.
The Service and Support is fine - except issues with ECR slowness and crashes.
When I make a request, they are always very understanding and explain things to me. If I need to contact them again, they never get impatient with me.
<b>Legislative Offices</b>
Brent Rash is the best IT support person on the 12th floor at the King County Council. He is honest, quick, proactive, responsive, and accurate. While he was on vacation his absence was noted and we are thrilled to have him back to work. THANK YOU BRENT!
I believe our IT department for the council is great! They always assist us quickly and the problem is solved. One area of improvement may be to give us more than a 2 minute notice via email that the servers or drives will be down. Most people don't check their e-mail every two minutes and don't get a chance to close all drives for updates.
I think they do a great job
If funding becomes more available for technology in future years, I would like to see more of an effort by IT staff to get to know the business/work processes of staff and to make recommendations about how technology can improve our work product or efficiency. For example, when I worked at the city of Seattle the IT staff would meet with staff to talk about how we were doing our work, then suggest some potential applications or hardware that could be useful. I had a laptop and a separate monitor (running off the laptop) with a program that allowed me to move windows from the laptop monitor to the other monitor or to have a Word document up on one screen and an Excel spreadsheet on the other and the ability to click/drag text or cells from one screen to the other. This was something suggested by the IT staff based on their understanding of the kind of work I did.
No Wi-Fi access and 100mb size limits on email inboxes is ridiculous.
the It computer people are a great team to have at my place of work they are always there when ever you call on them for help
There was a change with not contacting the telecommunication coordinators regarding changes with pagers and etc... and for my department it came right back to me to verify the information. So to exclude telecommunication coordintors from being involve with this process isn't a good idea in my opinion. Thank you Linda Davis
<b>Prosecuting Attorney's Office</b>
I am in a out building instead of the Maleng Regional Justice Center. Our internet is slower than the mail buildings. Sometimes it puts us in a bind.
I appreciate their sense of humor and the fact that they don't get mad when I do something stupid like forget my password or lock myself out of the system trying to remember it.
I only use the PAO's computer systems guys and they are the best!!
IT staff is very professional and helpful, a great group and always friendly and patient. Thank you!
It would be nice if the IT department would help us make our jobs easier. We're the ones telling them what would make our jobs easier. Some of them have bad attitudes too, they don't have a "team approach" to their jobs.
ITT team is an awesome bunch!! Job well done:-)

## Do you have any comments about King County's IT service and support?

Jeremy, Fred and Tom are fantastic! They are always so nice, helpful and don't laugh at my questions. :) And they are very prompt in returning calls or giving assistance.
No comments about their service or support but just wanted to mention some equipment/software issues I wish would be addressed. Our work is very phone intensive and I really think the county should be providing employees with phone intensive work with headsets so we don't have to hurt our necks/shoulders when we have to be on the phone while typing or writing at the same time. I have been here almost three years with no head set provided. Also, my phone doesn't have a speakerphone function which would really make my job more productive (I often have customers in the office who need to contact cps or an interpreter and we often try to do a conference call but we can't because of my inadequate phone. So instead we end up passing the phone back and forth which is really inefficient. Also, my phone is broken and I can't raise or lower the volume either for my voice or for the caller's voice on the other end. Consequently, they often complain they can't hear me and often I either can't hear them, or I practically go deaf from how loud they are or from the background noise from their phone. Also, I don't understand why every time I try to open a word document (not a new one, but one with info in it), my computer opens up the application and a blank word document opens up but not the document I selected. I always have to close out of it and open it up again and then it finally works. It is really frustrating and time consuming. I talked with our department IT person and he said we just have to live with it. I think he is wrong. Finally, whenever I need to open the application ECR, we can't just click on the icon for ECR on our desktop (it will open the application but not any actual court documents). Instead we have to go through a different icon on the desktop called "PAO programs" and then open up the ECR link, which is tedious given that we use this link probably about 20+ times a day. It seems like little things, but they add up.
our internal IT department seems somewhat knowledgeable. They act like they cannot do more for us because the County won't provide money or if they provide something for one work group, they have to provide it for all work groups and that would mean more work for them. When they deal with my coworkers who have little or no computer knowledge, they treat the coworkers like dirt and make them feel stupid. It has gotten to the point that people would rather not use a media equipment just to avoid having IT fix a problem or show them how to do it. I am not sure if the problem is that IT is tired of explaining the same thing over and over or if they just have no tolerance for those of us who do not understand computers.
Terra S. is great!
They are responsive and good natured. They have always taken care of any problem-just one that none of them has been able to fix.
Why does our email still end up as spam when we send it out? Are you going to fix this soon?
<b>Sheriff's Office</b>
Always pleasant, courteous, professional. I am very impressed by their level of professionalism.
Always pleasant, knowledgeable and fast. I have dealt with a lot of IT people and they have been very unhappy to leave their cocoon. King Counties IT people are completely different, you almost hope something happens just to see them. Very good people.
At the level I'm allowed to contact our technical support, I often don't receive an acknowledgement even after sending more than 1 email about a problem. Tech Support obviously has their own agenda and priorities. Oftentimes, what we need to do our jobs more effectively and efficiently doesn't seem to be a priority and oftentimes is never done. In some cases, it takes a lot of nagging and/or a directive from a captain to get it accomplished. I think/wish IT would be to support those on the "front lines." Ideally, we should be able to say to them, "This is what we really need to be able to do to be effective and efficient," and IT should then figure out how to make it happen. It seems that technologically we're always 2 or more steps behind the rest of society when it comes equipment and software, and our section, in particular, seems to be behind the rest of the county government.
Extremely un-reliable service. We never know where they are or when they will be back. They are extremely bureaucratic in their answers. Always seem to have to get permission and request that we send a request through our chain of command for anything new. For instance, it took us (detectives) MONTHS to be able to view video surveillance on our computers. The IT staff has no understanding of what we need to do our jobs. IT is its own little empire and the feeling is that we exist to make their jobs easier and not the other way around. IT is here as a support unit for us not the other way around. We should not have to fill out a request for support anymore than people should have to fill out a request in order to talk to me. It's up to IT to calculate their statistics, not for us to do it. When I need something, I'd rather go to a deputy who knows about computers rather than an IT tech. I'll probably get my problem fixed and I'll get it done quickly rather than having to jump through numerous bureaucratic hoops to fix something. Also, why is the network down so frequently? Why is it taken down during core business hours? Can't this be done during non-peak hours? It's ridiculous that every couple days I get a message from IT saying that the network will be down AGAIN!
I believe the IT people really try to do their very best, I think they are running from one computer problem to the next and just trying to put out 'the fires' as best they can for the amount of hours in a day. I do appreciate how they do not make you feel like an idiot and are not condescending.



## Do you have any comments about King County's IT service and support?

I dont call the help desk anymore, they are no help. The computers are glitchy and very slow. I deal with Barbara Dulaney at Pct 3. She is always very helpful and willing to fix any problems. She cant polish a turd. Email is very slow and frequently plugs up my laptop and freezes my whole computer. The wireless card is glitchy and turns off at will. IRIS feezes and sometimes just stops, closes and you lose the information you are working on. The workers are nice, but the ongoing issues dont seem to get fixed. Dont block us from defragging. That was an easy fix to the slowness of the computer.
I find almost everyone I deal with at OIRM to be competent, professional, and easy to work with. It is hard to get specifics from these surveys, so I'd like to say I have received outstanding service and responsiveness over the years from these people in particular: John Kirschgessner, Cindy Baker, Herbert Ip, Donna Frisk, Ken Dutcher, Glen Evans, Trever Esko, Dennis Fong, Stuart Strummel, and Hershel Tabiando. I have also dealt with a few who are brilliant, but who are lacking in people skills and diplomacy; therefore, it leaves the impression they are not held to these expectations due to the fact that no one else can do their jobs--so their behavior is tolerated. Mike McVey is extremely bright, but he falls under this category. Two others are no longer there, and another has redeemed herself and seems to be learning to keep her temper under control, so I won't mention them! I have a great deal of trust in OIRM's competence, professionalism, and attention to individual department needs. The confidence I have in OIRM management and staff outweigh that of my own department's IT. Overall, you should be proud of your organization!
I find having two IT personnel at our site. One is a network director and one handles the laptops. Of course both help with the laptops. I find they off set each other because of their personalities. One tries to tell you how to fix something over the phone. The other person actually comes to your computer and walks you through it. This helps you know if it is something I can problem solve myself or the problem has to be handled with administrative rights only. I prefer working with someone who can speak English and not just Computer. I prefer someone who is willing to come down and show me when I do not understand. The IT personnel are always responsive to problems. They work hard to solve problems quickly and return laptops in a timely manner. It will be nice to have the website available to provide answers to the most frequently asked questions.
I hate Microsoft Vista!
I thank the personnel who are responsible for tech assistance with the phones..they are awesome in their response and solutions to problems.
I usually deal with two people only from the IT department. One is extremely knowledgeable, the other doesn't know what she is doing.
Keep up the good work.
Keep up the good work. Keep the upgrades coming.
Keep up the good work. We want Dorene back.
Like the new computers with intergrated wireless and backlighting
Misha is awesome. She needs a raise so she won't leave.
My comments about the responsiveness and quality of the IT staff are for the Precinct 3 IT staff because that is where I am assigned and that is who I deal with most frequently.
My only frequent problem is the available e-mail space I have and the inability to receive large files. I've resorted to obtaining a Google e-mail address so that I can receive large files.
On several times I have contacted KC IT personnel directly and never received a response. In the private sector this behavior wouldn't be tolerated.
Our IT people assigned to Pct. 5 (Doreen Carlson) and elsewhere (such as Tracy Doherty) have been exceptionally responsive and professional. I KNOW I can count on them when I have an issue. I have also called the IT number for help with SeaKing connections. My call is promptly answered and I am promptly on the screen getting the access I need. Thank you. I'm sure your job cannot be an easy one. Thank you for all your efforts and multi-tasking!
Our rep, John Mitchell, is always really helpful, knowledgeable,friendly and responds quickly when our staff needs his help.
Our telephone system is extremely out of date and malfunctions frequently. It needs to be replaced, I know it costs money, but we can not operate without it.
Provide more education for new things.
The Boulevard Park Sub-station's computer is extremely slow. It takes forever to log on to read email or perform any searches. I understand it is due to the internet connection and that is a \$50.00 a month cost to upgrading.

## Do you have any comments about King County's IT service and support?

The issue that affects my ability to perform my duties the most is the slowness of the programs I need to use to do my job on a daily basis. I constantly use IRIS and Offender Watch. On the best of days these programs are slow--on bad days they are abysmally slow. I do a lot of entries into both programs and when they're slow it makes my job almost unbearable. It seriously impacts my ability to complete my work in a timely fashion and induces a significant amount of stress as I watch my work pile up. The snail's pace of both of these programs has caused our department to experience significant back-ups in work as all 3 of us attempt to use these horribly slow programs to process the great amount of data we are required to do.
The IT service and support is generally very good. However, the equipment, applications and connections are not good at all. As the department pushes more and more required tasks online, it becomes more and more difficult to accomplish anything in a timely manner. The computers (specifically laptops) are horribly slow and under-powered, wireless connections are even worse, and most applications are simply too big for the under powered computers. This will become more of an issue in the future unless better equipment is provided to the IT folks. There needs to be much more input from field users when selecting equipment and applications.
The staff that helps keep our computers running at the RJC for the Sheriff's Office are great. Kudos to Micha Slaughter and David Martinez.
<b>Superior Court</b>
I am a Superior Court Judge. the Superior Court IT people are Great. I have no complaints. My complaints have to do with what is evidently a decision not to support MAC OS. I can't connect to the Network from home. I don't understand the reasoning behind this. Palmer Robinson
I am not sure whether i am referring to calling for help to our "help desk" folks or "IT".
I have been quite happy with the response time. The fix may not be immediate but a telephone call is made and a specific time is given as to when the problem will be fixed. If the problem is serious the fix is more immediate. The equipment we are using is good and is updated fairly regularly.
I have noticed a marked increase in the level of service over the last 2 years from the IT department. Concerns are promptly addressed and if it is something the department cannot do they let you know immediately. The majority of the staff are pleasant, professional and a joy to work with. I have had one problem with a particular employee at the RJC who does not seems to be incompetent and unorganized. I get the sense she does not have the same technical abilities as the other staff and is disorganized.
Michael at the help desk is AWESOME. He is always helpful, patient and responsive to all my many requests. Rest of the staff is great as well, but Michael (who is probably tired of me) has been really good to us!
My negative comments relate almost entirely to the problems I have experienced in accessing the public wireless network in my work area and the unhelpful response from ORIM NOC in addressing this ongoing, well-known issue.
no
Superior Court's IT staff is terrific; I think they do the best with what they have. Under Leah's direction, the department has really turned around, especially in terms of quick technical support and help. A problem areas is: it takes a long time to order computers or accessories, and too long to get them installed and ready to go after they arrive. We have to send several emails asking for status and keep "bugging" them.
The Superior Court IT staff (especially Mike Kim) have been extremely responsive, professional and helpful...Thanks!
We could use more of them.
What service and support? I am sorry, but I have never had a single problem resolved via KC IT "service and support." One ongoing frustration is that my laptop -- which like all the court computers uses VISTA -- can't log into the KC secure wireless network, which is only for XP! Though Vista has been out now for years and is itself about to be replaced. Another is that no one in my work area can rely on the non secure public wireless access network, which goes up and down like a yo yo daily. Don't even get me started on how ridiculous it is that the court is still using old forms of Outlook, or the gigantic hassle of the big switchover from metrokc.gov to kingcounty.gov email.
Whenever I've had computer related problems, IT Services/staff have been helpful, professional, and expedient. Many of my job duties require use of my computer and the IT staff has always been there for me.
Would like to be supplied with lap top compute; would be much more useful to have computer in the field when seeing clients; could record notes in the computer on the spot and would save much time.